

Stand-up Presentation Schedule

May 22 14:00-15:30	Concurrent Session 1 (7 rooms)
May 22 16:00-17:30	Concurrent Session 2 (7 rooms)
May 23 11:00-12:30	Concurrent Session 3 (9 rooms)
May 23 14:00-15:30	Concurrent Session 4 (9 rooms)
May 24 09:00-10:30	Concurrent Session 5 (4 rooms)
May 24 11:00-12:30	Concurrent Session 6 (9 rooms)
May 24 14:00-15:30	Concurrent Session 7 (8 rooms)

14:00-15:30, 22 May 2019. Concurrent Session 1 (7 rooms)

1-1. Hotel Operations

Venue: SHTM Function Room 1 Moderator: Joseph Lema (Stockton University)

Authors	Title
Philip Sloan, Willy Legrand and Helena Sophie Lehleiter (IUBH International University)	Accessible tourism for all: An investigation into wheelchair accessibility and mobility in German hotels
Steve Pan (Singapore Institute of Technology) and Naipeng Bu (Business School Shandong University)	Visualizing hotel operating metrics – an application of ggplot2 and R
Michael J. Tews (The Pennsylvania State University)	Tattoos and employee personality: Is the devil in the details?
Xingyu Wang, Priyanko Guchait (University of Houston) and Aysin Paşamehmetoğlu (Özyegin University)	Can “Bad” things turn into good? Effects of error tolerance on hotel employees’ psychological wellbeing
Chien-Wen Zoe Tsai and Fang-Yu Chang (Chinese Culture University)	The relationship of employee perceived leadership style and job satisfaction in the international tourist hotels- organizational justice as a moderator

14:00-15:30, 22 May 2019. Concurrent Session 1 (7 rooms)

1-2. Tourism and Culture

Venue: SHTM Function Room 3 Moderator: Dan Wang (The Hong Kong Polytechnic University)

Authors	Title
Wanamina Waehama, Chanakarn Seangdang, Kanyarat Phadung-At, Siriprapa Phetsoot, Apisara Kongkaew and Karntida Rueangmanatsutthi (Prince of Songkla University)	Prospects of halal hotel industry: The case study of southern Thailand island
Poramet Boonnumsirikij (Ramkhamhaeng University)	The development of small halal restaurant tourism standard in Thailand
Annie Ko (The Hong Kong Polytechnic University)	Ethical concern or religious reason? A study of factors influencing vegetarian food consumption in Hong Kong.
Preeda Chaiya (Mahasarakham University)	Factor grouping and clustering Thai customers based on their dining expectations in Japanese restaurants in Bangkok
Bona Kim (Singapore Institute of Technology) and Yong Chen (Ecole hôtelière de Lausanne, HES – SO/University of Applied Sciences and Arts Western Switzerland)	Effects of religious celebrities on destination experience: A case of Solmoe Shrine
Gunjan Bhojwani and Christopher S. Dutt (The Emirates Academy of Hospitality Management)	Managing cultural tourism sites: Extended abstract

14:00-15:30, 22 May 2019. Concurrent Session 1 (7 rooms)

1-3. Customer Emotions and Consumer Behaviour

Venue: SHTM Function Room 4 Moderator: Sangwon Park (The Hong Kong Polytechnic University)

Authors	Title
Anqi Luo and Anna S. Mattila (The Pennsylvania State University)	Emotional responses and channel choice of complaint: The joint effect of service failure type and culture
Seonghee Cho and Yeon Sook (Angie) Im (University of Missouri)	Identifying customer delights by hotel employees: From guests online reviews
Xinhai Mou, Lisa Gao (The Hong Kong Polytechnic University) and Wan Yang (Cal Poly Pomona)	The impact of mental imagery on luxury hotel consumption: A study of different status-seeking consumers in China
Laurie L. Wu (Temple University), Lisa Y. Gao (The Hong Kong Polytechnic University) and Anna S. Mattila (The Pennsylvania State University)	The role of power distance belief in service complaint
Xunyue Xue and Anna S. Mattila (The Pennsylvania State University)	Enlight, entertain, engage and entitle: The effects of proactive waiting strategies and consumer emotions on waiting evaluations

14:00-15:30, 22 May 2019. Concurrent Session 1 (7 rooms)

1-4. Sharing Economy and Airbnb I

Venue: SHTM Function Room 7 Moderator: David M. Pearlman (University of New Orleans)

Authors	Title
Karen Xie (University of Denver), Linchi Kwok (California State Polytechnic University) and Cindy Yoonjoung Heo (Ecole hôtelière de Lausanne, HES – SO/University of Applied Sciences and Arts Western Switzerland).	Love your neighbours? Externalities of agglomeration in the home- sharing markets
Zhaohan Kerry Wang and Kong Simon Lei (Institute for Tourism Studies)	Feasibility study of Airbnb business in Macao from local experts' perspectives
Wen Jiang, Cass Shum and Billy Bai (University of Nevada, Las Vegas)	Relationship between motivators to use Airbnb and customers' repurchase intention: Moderating effect of consideration set
Kayhan Tajeddini (Sheffield Hallam University) and Thorsten Merkle (HTW Chur University of Applied Sciences)	Utilizing grounded theory to model Airbnb experiences at practice
Jeroen Oskam (Hotelschool The Hague)	Distance decay in Airbnb

14:00-15:30, 22 May 2019. Concurrent Session 1 (7 rooms)

1-5. Employee Emotional Labour

Venue: SHTM 304 Moderator: Deanne Williams Bryant (Bethune Cookman University)

Authors	Title
Woody Kim and Haldorai Kavitha (Florida State University)	Spirituality centered workplace – a myth or reality in Indian hospitality industry
Chung-Jen Wang and Kuan-Ju Tseng (National Pingtung University of Science and Technology)	An examination of hospitality emotional labor with JD-R model and COR theory
Chung-Jen Wang and Kuan-Ju Tseng (National Pingtung University of Science and Technology)	Impact of hospitality frontline employee's emotional labor, perceived organizational support, and self-efficacy on service quality: The mediating role of work engagement
Ning Sun, Haiyan Song, (The Hong Kong Polytechnic University) and Haiyan Kong (Shandong University)	An exploratory study of hotel knowledge workers' perceptions on idiosyncratic deals
Julie Nyanjom (Edith Cowan University)	Integrating and developing emotional labour in hospitality and tourism education: The perception of educators

14:00-15:30, 22 May 2019. Concurrent Session 1 (7 rooms)

1-6. Organizational Behaviour and HR Management

Venue: SHTM 821 Moderator: Eojina Kim (Virginia Polytechnic Institute and State University)

Authors	Title
Sung-Cheng Lu, You-De Dai, Ching-Hua Wang (National Chi Nan University) and Janet Chang (National Kaohsiung University of Hospitality and Tourism)	A study of the relationship among psychological ownership, work engagement and job burnout: Moderating effect of regulatory focus
Juan M. Madera, D. Christopher Taylor (University of Houston) and Nelson Barber (University of New Hampshire)	Customer service discrimination of employees with disabilities
You-De Dai (National Chi Nan University), Wen-Long Zhuang (Hungkuang University), Kuan-Tai Chen and Ying-Zhu Luo (National Chi Nan University)	The effects of regulatory foci on work engagement and job burnout: Moderating roles of supervisors' organizational embodiment and psychological ownership
Wen Chin Hsieh (National Kaohsiung University of Hospitality and Tourism), Yuan-Yu Ting and Ming Lung Wu (National Kaohsiung Normal University)	The study of the relationships among job stress, coping strategies and burnout experienced by the interns in the hospitality industry
Perunjodi Naidoo, Prabha Ramseook-Munhurrun and Pallavi Deegumbur (University of Technology Mauritius)	Employees' perceptions of quality of life in Mauritius: An examination of the millennial workforce
Haiyan Kong, Naipeng Bu and Yue Yuan (Shandong University (Weihai))	The influence of Chinese culture value on employees' Big-Five personality and competencies

14:00-15:30, 22 May 2019. Concurrent Session 1 (7 rooms)

1-7. Women and Gender Issue

Venue: SHTM 307 Moderator: Carola Raab (University of Nevada, Las Vegas)

Authors	Title
Evangelia Marinakou (Bournemouth University)	Occupational segregations by gender in the hospitality industry: The case of a luxury hotel
Chen-Feng Kuo, Ali Bavik (Institute for Tourism Studies) and Li-Kung Chang (DaYeh University)	Linking empowering leadership to retention intentions of employees: Testing the mediating role of supervisor-subordinate Guanxi and the moderating effect of gender
Ali Abdallah and Gulbahar Abdallah (Stenden University of Applied Sciences Qatar)	Migration, gender, and the hospitality industry: Exploring the use of female emotional labour within the hospitality industry
Carol X. Zhang (University of Portsmouth), Albert Kimbu (University of Surrey), Pearl M. Lin (The Hong Kong Polytechnic University) and Michael Ngoasong (The Open University Business School)	Women intrapreneurship in Chinese-based H&T firms: A focus on Guanxi influences
Xiaonan Zhang and Fang Meng (University of South Carolina)	Factors influencing impulsive tourist shopping behavior: A gender difference perspective

16:00-17:30, 22 May 2019. Concurrent Session 2 (7 rooms)

2-1. Big Data and Online Review

Venue: SHTM Function Room 1 Moderator: Yong Chen (Ecole hôtelière de Lausanne, HES – SO/University of Applied Sciences and Arts Western Switzerland)

Authors	Title
Cindy Lee (Torrens University Australia), Scott Richardson (The Emirates Academy of Hospitality Management), Edmund Goh (Edith Cowan University) and Rajka Presbury (Torrens University Australia).	Digital lenses and mobile devices: Redefining the tourist experience
Sangwon Park, Yang Xu, Liu Jiang and Zhelin Chen (The Hong Kong Polytechnic University)	Assessing travel movement patterns: Spatial Big Data Analytics
Gurpreet Kour (Narsee Monjee Institute of Management Studies) and Parikshat Manhas (University of Jammu)	Repositioning destination for tourism development: A case study of Rajasthan in India
Maria Criselda G. Badilla (University of the Philippines)	“ASEAN, Feel the Warmth”: The challenges of regional branding of Southeast Asia
Rob Law, Jing Ma, Irene Cheng Chu Chan and Richard Hatter (The Hong Kong Polytechnic University), Dimitrios Buhalis (Bournemouth University)	Temporal dynamics of hotel website browsing activity

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2-2. Website and Online Marketing

Venue: SHTM Function Room 3 Moderator: Seonghee Cho (University of Missouri)

Authors	Title
Raksmey Sann and Pei Chun Lai (National Pingtung University of Science and Technology)	Cross-cultural posting online review behavior: Service attributes for hotels in Cambodia
Michael A. Kruesi (National Kaohsiung University of Hospitality and Tourism), Nigel Hemmington and Peter Kim (Auckland University of Technology)	Is the enemy of my enemy my friend? a comparative analysis of how hoteliers and online travel agency executives view the rise of the sharing economy
Rosemarie Krebs (IUBH Campus Studies)	Ease of use of German independent hotels' websites
Xi Yu Leung (University of North Texas) and Yang Yang (Temple University)	Are all five stars equal: Anchoring vignettes in hotel online ratings
Hengyun Li (The Hong Kong Polytechnic University) and Fang Meng (University of South Carolina)	When your experience deviates from others': Exploring the impact of disconfirmation on consumers' online review behaviour
Feier Faye Chen (The Pennsylvania State University), Stephanie Q. Liu (The Ohio State University) and Anna S. Mattila (The Pennsylvania State University)	The effect of humblebragging on review liking: The moderating role of reviewer expertise

16:00-17:30, 22 May 2019. Concurrent Session 2 (7 rooms)

2-3. Restaurant and Eco-friendly Environment

Venue: SHTM Function Room 4 Moderator: Shirley Guevarra (University of the Philippines)

Authors	Title
Yinghua Huang, Tsu-Hong Yen (San Jose State University) and Zhenxing Mao (California State Polytechnic University)	Perspectives of restaurant food waste: A comparative study of Generation Z diners and restaurant employees
Kuan-Huei Lee (Singapore Institute of Technology) and Yu Jian Kieman Tan (Singapore Institute of Technology)	Are imitated F&B products successful in a restaurant environment in Singapore?
Yevvon Yi-Chi Chang, Ching-Kai Chao, Hsi-Ping Chen, Deng-Tien Lin and Gang-Fu Zhong (Tunghai University)	Social denial or self expression: Effects of social identity, social impression, and restaurant environment on solitary dining intention
Anna De Visser-Amundson (Hotelschool The Hague)	The effect of construal level and benefit appeals on consumer evaluations of surplus meals promoted on mobile applications
Ching Yen Ho, Janet Chang, Ming-Kuei Shih and Yu-Yang Cheng (National Kaohsiung University of Hospitality and Tourism)	A study of food lovers' consumption behaviours
Kiwon Lee (Kent State University)	Consumer skepticism about fast food restaurants' CSR activities

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2-4. Tourist Behaviour

Venue: SHTM Function Room 7 Moderator: Annmarie Nicely (Purdue University)

Authors	Title
Fang Shu and Jinlin Zhao (Florida International University), Eric D. Olson (Iowa State University)	Chinese pet owners' intention to travel with pets using the model of goal-directed behavior
Dan Lai, Yanqin Wang, Yue Zhang and Zhiyong Li (Sichuan University)	Why Chinese parents travel with children by RV Overseas: Views from participants
Andrew Moreo, Lisa Cain (Florida International University) and Wen Chang (Dongbei University of Finance and Economics)	Antecedents and consequences of anger in the hospitality industry
Wen-Tung Wu (Meiho University) and Pei-Chuan Mao (Southern Taiwan University of Science and Technology)	Effects of price promotion, package design and brand awareness on tourists' souvenir purchase intention and purchase behavior
Danqing Liu (Tianjin University of Commerce) and Jinlin Zhao (Florida International University)	Wind farms' attractiveness and visit intention: The case of Ningbo wind farm
Henri Kuokkanen and Frederic Bouchon (Institut Paul Bocuse)	Facilitating destination stakeholder collaboration in revenue management: A behavioral game theory approach

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2-5. Food Safety and Hygiene Issue

Venue: SHTM 304 Moderator: Juan Madera (University of Houston)

Authors	Title
Wen-Hwa Ko and Long-Huen Chu (Fu-Jen University)	Influence of food safety and hygiene involvement in the important factors of external food selection and purchase intention
Han Wen (University of North Texas), Eunhye Park, (Kansas State University), Chen-Wei Willie Tao (Oklahoma State University), Bongsug Chae (Kansas State University), Xiaoye Li (Fairleigh Dickinson University) and Junehee Kwon (Kansas State University)	Exploring user-generated content related to dining experiences of consumers with food allergies
Wen-Hwa Ko and Han-Yu Li (Fu-Jen University)	Construction of food safety and hygiene indicators for surplus foods
Bendegul Okumus (University of Central Florida), Jeanette Garcia, Kevin Murphy and Sevil Sonmez (University of Central Florida)	Non-commercial food service operations for k-5 elementary school age children in the United States
Han Wen (University of North Texas) and Yee Ming Lee (Auburn University)	Food allergy communication in restaurants: An application of the message framing and prospect theory
I Gusti Ayu Dewi Hendriyani (SekolahTinggiPariwisata Nusa Dua Bali)	Foreign tourists perception on local culinary in the city of Denpasar – Bali

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2-6. Leadership Studies

Venue: SHTM 821 Moderator: You-De Dai (National Chi Nan University)

Authors	Title
Wei-Jue Huang, Brian King and Rob Law (The Hong Kong Polytechnic University)	Perceptions of international professional associations amongst leading hospitality and tourism scholars
Lina Xiong (Colorado State University)	How does transformational leadership promote employees' follower behaviors in internal brand management? "It takes a village"
Nadine Seebacher and Christopher S. Dutt (The Emirates Academy of Hospitality Management)	Cultural perceptions of effective leadership: Extended abstract
Pei-Chuan Mao (Southern Taiwan University of Science and Technology), Lin Lin (I-Shou University) and Wen-Tung Wu (Meiho University)	Examining the relationship between perceived ethical leadership and organizational commitment: Employee ethical awareness as the moderator
Chih-Hsing Liu, Jeou-Shyan Horng (National Kaohsiung University of Science and Technology), Sheng-Fang Chou, Yung-Chuan Huang (Ming Chuan University) and Shu-Ning Zhang (Huaqiao University)	The leadership and social capital effects in organization creative behaviour

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2-7. Event, Festival and Convention

Venue: SHTM 307 Moderator: Robert Liwei Hsu (National Kaohsiung University of Hospitality & Tourism)

Authors	Title
Laura Schmidt (University of Applied Sciences Munich), Robert Harrington (Washington State University), Michael Ottenbacher (Kansas State University) and Burkhard von Freyberg (University of Applied Sciences Munich)	Oktoberfest beer tent attributes associated with perceived Value, overall satisfaction and loyalty behaviors
Nafiseh Rezaei (The Hong Kong Polytechnic University) and Reza Abbasi (University of Tehran)	Examining the relationship between motivation and loyalty of attendees in Gol-Ghaltan Festival, Iran
Yvette Green, Han Chen (University of New Orleans) and Kim Williams (University of North Texas)	Festival admission and visitors' behavioral intentions: Do previous visit and age matter?
Wanamina Waehama, Thitiporn Pitipoompong, Patompop On-oun, Rujiranet Jongjit and Itthichai Petchjumnian (Prince of Songkla University)	The future meetings: A case study of five selected Thailand's world class venues
Yueying Hazel Xu, Yen Nee Christy Ng, Xiuchang Sherry Tan and Chi Wai Don Wu (Institute for Tourism Studies)	Authenticity, likability, and event satisfaction in a food festival: The perspectives of locals and tourists
Chi Wai Don Wu, Kit Sam Kitty Fong and Xiuchang Sherry Tan (Institute for Tourism Studies) and Yan Pui Crystal Lee (The Hong Kong Polytechnic University)	Support of young residents on holding serial mega events, the role of trust, awareness and perceived government corruption – a case study in Macao

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3-1. Hospitality Marketing

Venue: SHTM Function Room 1 Moderator: Norman Au (The Hong Kong Polytechnic University)

Authors	Title
Michael Paul Newnham (The Emirates Academy of Hospitality Management)	Lost lode? Knowledge sharing practices in Dubai hotels
Oriol Anguera-Torrell and Claudia Langer (University of Barcelona)	Hotel positioning on meta search
Wanamina Waehama, Pudcharaporn Sonarod, Kanjana Saranoppakun and Adisit Binlaeman (Prince of Songkla University)	Understanding the needs of the business travellers: A case study in hotels southern Thailand
Marco Gardini (Kempten University)	Branding and brand co-creation in the hospitality industry: A stakeholder analysis
JaeMin Cha, SeungHyun "James" Kim, A.J. Singh, Bonnie Knutson (Michigan State University) and Forrest Morgeson (American Customer Satisfaction Index)	Testing the validity of the American customer satisfaction model in the U.S. quick-service restaurant industry
Mohammad Shahidul Islam and Ksenia Kirillova (The Hong Kong Polytechnic University)	Nonverbal behaviour as driver of reciprocity in a hospitality encounter: A video elicitation study

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3-2. Destination Image and Development

Venue: SHTM Function Room 2 Moderator: Kuan-Huei Lee (Singapore Institute of Technology)

Authors	Title
I Wayan Pantiyasa and Ni Made Ayu Sulasmini (Sekolah Tinggi Pariwisata Bali Internasional)	Construction model of tourist village development towards smart eco-tourism village destination in Pakseballi to become tourism icon in Klungkung Regency, Bali
Chai Wen Teoh and Sanjaya Singh Gaur (Sunway University Business School)	Effects of destination image on tourist's decision: A study on destination branding
Tsz Hei Kong and Hayato Nagai (Wakayama University)	Projected destination image of an inter-prefectural destination in Japan: A quantitative content analysis approach
Kyle Bai, Siyun Sun, Yuhan Ying, Weizi Zhang, Wenxian Zhong and Zhen Lu (Ryerson University)	How Canadian Millennials perceive China as a tourist destination?
Jingjing Guan, Jiaping Bi and Xuewang Dong (Zhejiang Gongshang University)	The antecedents and consequences of destination familiarity: A perspective from the theory of unusual environment
Linlin Xue (National Kaohsiung Hospitality University of Hospitality and Tourism; College of Science & Technology Ningbo University), Ching Cheng Shen and Ching Hua Ho (National Kaohsiung Hospitality University of Hospitality and Tourism)	Research on factors influencing the business model innovation of small and micro travel agencies in the context of "Internet +"

11:00-12:30, 23 May 2019. Concurrent Session 3 (9 rooms)

3-3. Culinary Arts and Restaurant Management

Venue: SHTM Function Room 3 Moderator: Arend Hardorff (Hotelschool The Hague)

Authors	Title
Yi Zhang, Kyong Sung and Willie Tao (Oklahoma State University)	Exploring gender impact on career identity formation of female chefs
Lilly Jan (Iowa State University)	Exploring chef perspectives on culinary education: A phenomenological study
Cindy Yoonjoung Heo (Ecole hôtelière de Lausanne, HES – SO/University of Applied Sciences and Arts Western Switzerland), Cecilia Amalia Fravi (Solar Impulse Foundation) and Bona Kim (Singapore Institute of Technology)	Uberization of home cooking: Understanding participants' motivation of meal sharing
Mats Carlbäck and Tobias Nygren (Örebro University)	The quickest feet, sharpest knives, best brains and the biggest hearts – a practical approach to a new balanced curriculum for higher hospitality education with focus on the dynamics of bildung
Charalampos Giousmpasoglou (Bournemouth University)	Future skills for chefs: The stakeholders' perspectives
Guy Llewellyn (The Hong Kong Polytechnic University)	Global perception of Hong Kong restaurants

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3-4. Customers' Perceptions in Restaurant

Venue: SHTM Function Room 4 Moderator: Ching-Hsu Huang (National Pingtung University of Science and Technology)

Authors	Title
Kuo-Ling Liu (Southern Taiwan University of Science and Technology)	The study on the relationship between store back ground music, customer affect and customer satisfaction-case study in coffee shop
Songphon Uthaisar, Anita Eves and Xuan Lorna Wang (University of Surrey)	Examination of online information attributes influencing restaurant selection
Hayeon (Hailey) Choi, Hyun-Woo Joung, Eun-Kyong (Cindy) Choi (The University of Mississippi) and Hak-Seon Kim (Kyungsoong University)	The effects of restaurant attributes on customer satisfaction and behavioral intentions among vegetarian customers
JiHee Han, YoonHa Oh, HyeYoung Moon and Sunny Ham (Yonsei University)	The effects of ordering kiosk information quality on customer behaviours in fast food restaurants
Derong Lin, Ling Ding, Xiaoyi Wu (Xiamen University) and Hailin Qu (Oklahoma State University)	The effects of romantic interaction, perceived quality and restaurant dining atmospherics on couples' relations, satisfaction and behaviors
Eric D. Olson (Iowa State University) and Heejung (Cheyenne) Ro (University of Central Florida)	Identity management strategies of gay and lesbian customers

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3-5. Online Technology Practice

Venue: SHTM 302 Moderator: Jihee Kim (North Carolina Central University)

Authors	Title
Yueh-Chun Shih, Pin-Yu Huang and Ching-Hsueh Yen (National Kaohsiung University of Hospitality and Tourism)	Tourists' purchase intention to real-person travel concierge and interpretation service: A case study on TourTalk app
Young-Joo Ahn, Usha Poudel and Pawan Poudel (Sejong University)	An online travel community for adventure travel in Nepal
Jingqi Niu (Sun Yat-Sen Business School)	Travel with "Douyin": Research on the impact of short-video UGC on tourist destination image and travel intention
Cole Shu (Indiana University Bloomington), Chenggang Hua and Changhong Bai (Nankai University)	Usage experience of tourism apps: A comparative study of the elderly and young adults
Chia-Shiang Hsu (National Kaohsiung University of Hospitality and Tourism)	Understanding knowledge adoption in hospitality virtual community –an innovation technological framework
Yi Zhang and Li Miao (Oklahoma State University)	Exploring uses and gratifications in Yelp.com, in the case of dining out with families

11:00-12:30, 23 May 2019. Concurrent Session 3 (9 rooms)

3-6. Tourism Impacts

Venue: SHTM 303 Moderator: Sung Gyun Mun (The Hong Kong Polytechnic University)

Authors	Title
Chris Ryan (University of Waikato Management School) and Linglong Ma (University of Waikato Management School)	Peer-to-peer apps and the impact of tourism seasonality on the housing rental market – a case study of Raglan, New Zealand
Gauhar Uatay and Hae Young Lee (Kyungsoong University)	The impact of female travellers’ travel constraints on attitude toward solo travel and travel intention
Le Vu Minh and Christopher S. Dutt (The Emirates Academy of Hospitality Management)	Impacts of tourism on the cultural heritage of destinations: Extended abstract
Junn B. Poloyapoy, Cecilia C. Uncad and Richell I. Patricia Richelle Sablan (Centro Escolar University)	Community-based tourism potentials of STA. Juliana, Capas, Tarlac: Perspectives of development from a former disaster stricken area
Daisy Fan (Bournemouth University), Anyu Liu (University of Surrey), Doris Wu (Sun Yat-Sen University) and Gang Li (University of Surrey)	The impact of social contact on diaspora tourism – a mediating role of social identities
Jieyu (Jade) Shi (Purdue University), Chunyan Liu (China University of Geosciences), Liping A. Cai (Purdue University) and Jiangfeng Li (China University of Geosciences)	Alleviating poverty through rural tourism: A case study of Yanwoyuan village in China

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3-7. Revenue Management

Venue: SHTM 304 Moderator: Ceridwyn King (Temple University)

Authors	Title
Zvi Schwartz (University of Delaware)	Vastly popular, intuitive, and wrong: The computerized BAR Based Room Rate fencing
Jason Tang and Carola Raab (University of Nevada, Las Vegas)	The effect of price fairness of revenue management on hotel repurchase intention
Larissa Koupriouchina (Hotelschool The Hague), Jean-Pierre Van der Rest (Leiden University) and Zvi Schwartz (University of Delaware)	Judgmental adjustments in hotel revenue management: Exploring the impact of user override characteristics on the accuracy of system-generated occupancy forecasts at multiple forecasting horizons
Yoo Ri Kim, Allan M. Williams and Jason Li Chen (University of Surrey), Sangwon Park (The Hong Kong Polytechnic University)	Spillover effects of agglomeration economies and productivity in the UK tourism and hospitality industry
Albert Barreda (Missouri State University), Seung Hyun Lee (East Carolina University) and Yoshimasa Kageyama (Missouri State University)	Pricing strategies in Taiwan: A case
Kwangmin Park (Sejong University) and Soocheong Shawn Jang (Purdue University)	A three-dimensional approach to strategic emotional labor: Revisiting surface acting and deep acting

11:00-12:30, 23 May 2019. Concurrent Session 3 (9 rooms)

3-8. Destination Branding and Tourism Entrepreneurship

Venue: SHTM 821 Moderator: Mimi Li (The Hong Kong Polytechnic University)

Authors	Title
Kris Sincharoenkul (Prince of Songkla University)	A likelihood of information channels used in travel planning for first-time and repeated trip: A study of Phuket
Lena Jingen Liang, Ye Shen (University of Guelph), Shuyue Huang (Universidade Europeia) and Hwansuk Chris Choi (University of Guelph)	Mapping brand perception towards Canada: Difference among four countries
Lingxu Zhou, Aimin Deng and Xiaoyun Cheng (Zhongnan University of Economics and Law)	Rurality, social capital and collaborative place-making in tourism: The cases of two Chinese villages
Yang Liao, Wenya Wang, Qi Luo, Zhihan Zeng and Haiyu Huang (Xiamen University)	The relationship between intellectual capital and core competence of tourism enterprises
Fangming Qin and Jingyan Liu (Sun Yat-Sen University)	Does “holistic tourism” policy promotes regional tourism fi development in China? A difference-in-differences analysis
Tian Ye and Anna S. Mattila (The Pennsylvania State University)	Incorporating wellness into hotel brands: The role of value perceptions on customer attitudes mediated by healthy lifestyle congruency

11:00-12:30, 23 May 2019. Concurrent Session 3 (9 rooms)

3-9. AI and VR

Venue: SHTM 307 Moderator: Lawrence Fong (University of Macau)

Authors	Title
Kevin Kam Fung So, Hyunsu Kim and Ge Zhu (University of South Carolina) and Jochen Wirtz (National University of Singapore)	Artificial intelligence in service management: Testing the Service Robot Acceptance Model (sRAM)
Ajay Aluri and Nancy McIntyre (West Virginia University)	Augmented reality smart glass (ARSG) experiences among innovators and early adopters in the hospitality and tourism industry
Chi-Fai Raymond Si Tou and Siu-Ian Amy So (University of Macau)	The artificial intelligence and innovations of smart tourism: Qualitative expert interviews approach
Yueh-Chun Shih and Hsin-Jung Li (National Kaohsiung University of Hospitality and Tourism)	Use of augmented reality and gamification techniques in reconstruction of cultural heritage
Jiaying Lyu (Zhejiang University), Xi Leung (University of North Texas) and Billy Bai (University of Nevada, Las Vegas)	Virtual reality and advertising effectiveness: A presence-mediated model
Zihan Yin, Wenzhong Wei and Naipeng (Tom) Bu (Shandong University)	Big data promotes the construction and sustainable development of smart tourism destinations: From the perspective of value co-creation and knowledge transfer

14:00-15:30, 23 May 2019. Concurrent Session 4 (9 rooms)

4-1. Tourism and Future

Venue: SHTM Function Room 1 Moderator: Anyu Liu (University of Surrey)

Authors	Title
Ni Putu Diah Prabawati (STP Nusa Dua Bali)	Pink tourism: Characteristic gay tourist visit Seminyak, Bali
Erin Yirun Wang, Lawrence Hoc Nang Fong and Desmond Lam (University of Macau)	Emotions in online review and consumer response: Future research directions in hospitality and tourism
Chanamart Intapan, Songsak Sriboonchitta, Chukiat Chaiboonsri and Pairach Piboonrunroj (Chiang Mai University)	International tourism market mechanism prediction tendency in major ASEAN tourism destination: TVP-VAR approach
Anurak Tongkaw, Phannaphat Saethow and Sakda Kanjanawanawan (Dusit Thani College Pattaya)	The determinants of tourism demand in the ancient Chinese Chak-ngeaw community market, Pattaya city by second-order confirmatory factor
Wanamina Waehama, Kritsana Choosakul, Kasidech Kaeoneam, Sarunpat Keawwan, Siriwaraikhul Chaikaew and Wimonmass Sittacom (Prince of Songkla University)	“Baan Thung Jang Village” the future community based tourism
Sut Ieng Lei (Macau University of Science and Technology), Tingting Liu (The Hong Kong Polytechnic University), Shun Ye (Zhejiang University), and Dan Wang (The Hong Kong Polytechnic University)	Pursuing personalization in tourism and hospitality – current progress and future research

14:00-15:30, 23 May 2019. Concurrent Session 4 (9 rooms)

4-2. Internships and Student Development

Venue: SHTM Function Room 2 Moderator: Kungsoo Han (Kyonggi University)

Authors	Title
Constantinos Papadopoulos, Anastasios Zopiatis and Savvas Sakkadas (Cyprus University of Technology)	Pre-internship expectations vs post-internship perceptions: Evidence from Cyprus
Michael J. Tews (The Pennsylvania State University), Ankie Hoefnagels and Fanny Beaumont-Perez (Zuyd University of Applied Sciences)	Factors to enhance hospitality internship success
David M. Pearlman (University of New Orleans), Michael D. Collins (Florida Gulf Coast University) and Ann Lara (California State Polytechnic University)	You're hired: Isn't that the purpose of an internship?
Hua Qu (South China Normal University), Xi Yu Leung (University of North Texas) and Jiamin He (South China Normal University)	"Will you stay?" A study of hotel intern's job satisfaction and career intention
Jing Ma, Xin Yi Seah, Xin Ying Liu, Lok Yi Fong, Sharon Suk Man Lee and Sabrina Huang (The Hong Kong Polytechnic University)	Internship program and career intention: A comparison between interning at teaching hotels and non-teaching standard hotels
Yi-Fan Tung (National Ilan University), Tsungpo Tsai (National Chi Nan University) and Huawen Shen (City University of Macau)	Hospitality internship mentoring, self-intern fit and career choice

14:00-15:30, 23 May 2019. Concurrent Session 4 (9 rooms)

4-3. Ethical Issues

Venue: SHTM Function Room 3 Moderator: Eric Chan (The Hong Kong Polytechnic University)

Authors	Title
Miranda Kitterlin-Lynch (Florida International University) and Ruth A. Smith (Bethune-Cookman University)	Exploration of workplace bullying in the foodservice industry
Nadia Hanin Nazlan (Universiti Teknologi MARA Cawangan Selangor), Jie Sun (California State Polytechnic University) and Wen Chang (Dongbei University of Finance and Economics)	Meeting giveaways: Is more always better?
Shi Ling Kwok (University of West London)	The silent revolution: Exploring the non-complaining beliefs, intention and behaviour of Asian Customers in the Hospitality Industry
Annmarie Nicely (Purdue University)	Trader harassment and visitors' loyalty intention: Factors that make Jamaica special
Mary Dawson, Juan Madera and Lindsey Lee (University of Houston)	The hospitality industry's organizational culture aesthetics that should be considered during sexual harassment training
Yixue Liu and Yanbo Yao (Nankai University)	Are destinations prepared for recovery? An analysis of the mechanism of ripping off tourists and governance after unethical incident

14:00-15:30, 23 May 2019. Concurrent Session 4 (9 rooms)

4-4. Robot and Technology

Venue: SHTM Function Room 4 Moderator: David Baker (Tennessee State University)

Authors	Title
Tsong-Zen Liu and Chia-Shiang Hsu (National Kaohsiung University of Hospitality and Tourism)	A statistics review of journal publications on robotics applications in hospitality and tourism
Po Man Tse and Soo Yun Song (The Hong Kong Polytechnic University)	A theoretical model of service robots' acceptance in hotels
Nan Chen and Cathy H. C. Hsu (The Hong Kong Polytechnic University)	Using video vignettes to examine tourist stereotypes in resident attribution process: Methodological issues
Naoko Tanaka and Kyoko Morikoshi (Hokusei Gakuen University Junior College)	Japan's new tour guide-interpreter system: Guides' perspectives and training
Howook (Sean) Chang (Florida International University), Chang Huh (Niagara University) and Bradford Capuozzo (Florida International University)	A case study of Particulate Matter (PM) pollution in an open-kitchen concept restaurant

14:00-15:30, 23 May 2019. Concurrent Session 4 (9 rooms)

4-5. Innovation in Student Development

Venue: SHTM 302 Moderator: IpKin Anthony Wong (Sun Yat-sen University)

Authors	Title
Fagbolu Olukemi (Assumption University of Thailand)	Developing possible strategies for tourism management students' academic achievement improvement in the university: A study of School of Tourism, Hospitality and Events Management, Kwara State University, Malet
Amit Sharma, Michael S. Lin and Bart Pursel (The Pennsylvania State University)	University students' self-rationing behavior and academic performance
H. Heidi Chang (I-Shou University)	How do college students in hospitality-related majors plan for their career? Study of career choice and factors influencing career continuity in the foodservice industry
Ashokkumar Manoharan (Flinders University), Christina Scott-Young (RMIT University) and Anthony McDonnell (University College Cork)	The power of brands for attracting young talent in the hospitality industry: A conceptual model
Chiemi Yagi (University of the Ryukyus), John Pearce and Philip Pearce (James Cook University)	Engaging students and drawing new research insights: A Japanese case study
Laila D. Malabanan and Rodolfo E. Cabardo (National University, the Philippines)	Research capability of professional subject faculty members at selected HEIs in the University Belt

14:00-15:30, 23 May 2019. Concurrent Session 4 (9 rooms)

4-6. Tourism and Hospitality Education

Venue: SHTM 303 Moderator: Cindy Yoonjoung Heo (Ecole hôtelière de Lausanne, HES – SO/University of Applied Sciences and Arts Western Switzerland)

Authors	Title
Chung-Jen Wang and Kuan-Ju Tseng (National Pingtung University of Science and Technology)	Exploring students' career relevant decision-making self-efficacy for learning effectiveness in hospitality education
Ching-Hsu Huang, Nai-Yun Hsu and Chien-Yi Li (National Pingtung University of Science and Technology)	Cooking science modeling as an effective teaching strategy
Wen Wu, Haiyu Huang, Xinghai Yang and Lingzhi Zhaogu (Xiamen University)	Effectiveness of simulation teaching method for the tourism students
Peter Ryan, Alan Williams and Clive Smallman (Higher Education Leadership Institute)	Embracing technology to develop innovative approaches to learning and teaching
Benigno Glenn R. Ricaforte (De La Salle-College of Saint Benilde)	Inquiry-based learning modules in ecotourism: Effects on students' achievement, understanding of environmental concepts and the nature of science
Joselyn Goopio (Strathmore University), Fajar Putra (Sekolah Tinggi Pariwisata Bandung) and Wan Sze Li (The Hong Kong Polytechnic University)	Gap between industry and academia: Trends and future research directions in hospitality management education

14:00-15:30, 23 May 2019. Concurrent Session 4 (9 rooms)

4-7. Film Tourism, Literary Tourism and Wine Tourism

Venue: SHTM 304 Moderator: Dalton Draper (Florida International University)

Authors	Title
Jutamas (Jan) Wisansing (Perfect Link Consulting Group), Watcharee Churugsa, Praphatsorn Vardhanabhuti and Sarawut Takham (Designated Area for Sustainable Tourism Administration (Public organization))	Creative tourism initiatives in Thailand: DASTA Model
Shu-Ning Zhang, Yong-Quan Li (Huaqiao University), Chih-Hsing Liu (National Kaohsiung University of Science and Technology) and Wen-Qi Ruan (Huaqiao University)	How to enhance the flow experience of tourists in cultural and creative tourism: The moderating roles of innovation and cultural identity
Iain Cowie (Thammasat University)	The Great Dragon lost in Siam
Yen-Jung Chen and Robert Liwei Hsu (National Kaohsiung University of Hospitality and Tourism)	Exploring the priming effect of music on customers' choose of wine from Neuromarketing perspective
Carl A. Boger Jr., Jookyung Kwon, Marisa Ritter and Maryam Charmchian (University of Houston)	Convincing beer style consumers to repurchase their preferred beer style
Marissa Orlowski (University of Central Florida)	Maximizing restaurant wine sales through external wine education and certification: An assessment of training effectiveness and ROI

14:00-15:30, 23 May 2019. Concurrent Session 4 (9 rooms)

4-8. Senior/Luxury/Other Tourism and Design

Venue: SHTM 821 Moderator: Hiroaki Saito (Ritsumeikan Asia Pacific University)

Authors	Title
Fangzhou Wan (The Hong Kong Polytechnic University)	Travel motivations of senior wellness tourists: A case of Bozhou City, China
Reza Etemad-Sajadi (Ecole hôtelière de Lausanne, HES – SO/University of Applied Sciences and Arts Western Switzerland)	Hospitality inside seniors' homes: The impact of trust and social presence through connected health technologies
Patthawee Insuwanno and Kullada Phetvaroon (Prince of Songkla University)	An investigation of senior tourists' expectation and satisfaction: A case study of Andaman provinces, Thailand.
Zhihong Wen, Shasha Cai (Xiamen University) and Bi Yang (The Pennsylvania State University)	Does world heritage sites inscription really foster regional tourism economy? New evidence from China based on PSM Method
Reza Etemad-Sajadi (Ecole hôtelière de Lausanne, HES – SO/University of Applied Sciences and Arts Western Switzerland)	How can the hospitality industry help senior homes? The usage of connected health technologies
Eda Gurel (Bilkent University)	Push-pull factors in museums: Investigating omnivores vs. high-brow univores – a qualitative Study

14:00-15:30, 23 May 2019. Concurrent Session 4 (9 rooms)

4-9. Tourism Attraction and Special Interest Tourism

Venue: SHTM 307 Moderator: Lisa Gao (The Hong Kong Polytechnic University)

Authors	Title
Angela Mai Chi Chu (The Hong Kong Polytechnic University)	Do attractions 'attract' tourist?
Kate Mingjie Ji (Oxford Brookes University) and Ying Zhao (Sun Yat-Sen University)	Visitors' spatiotemporal behaviour in amusement parks
Surarak Wichupankul, Chayanon Phucharoen and Krittabhas Khwanyuen (Prince of Songkla University)	The comparative study between tourist and excursionist perception toward cultural attraction
Soo Yun Song and Po Man Tse (The Hong Kong Polytechnic University)	Do attractions 'attract' tourists? The case of Canada, Australia and United Kingdom
Krittabhas Khwanyuen and Surarak Wichupankul (Prince of Songkla University)	A comparative analysis between Thai and non-Thai tourist behaviour in Krabi, Thailand

09:00-10:30, 24 May 2019. Concurrent Session 5 (4 rooms)

5-1. Airline and Airport

Venue: SHTM 302 Moderator: Claire Liu (Auckland University of Technology)

Authors	Title
Edward Ku and I-ying Tsai (National Kaohsiung University of Hospitality and Tourism)	Organizational agility: Evidence from airline companies and travel agencies
Suwadee Talawanich (Mahidol University International College) and Norman Au (The Hong Kong Polytechnic University)	Preliminary study of airline crisis communication via mobile applications
Mc.A David Baker and Ramaprasad Unni (Tennessee State University)	An empirical investigation of service quality, passengers' satisfaction and airline industry performance: Legacy airlines vs low-cost-airlines
Jia Sun (City University of Macau), Po-Ju Chen (Northern Arizona University), Han Wang (Zhuhai Institute of Advanced Technology Chinese Academy of Sciences), Erin Hui-Wen Shih (The Hong Kong Polytechnic University), Hong Wang (Hainan University) and Caiwei Ma (Shanghai Polytechnic University)	Air quality and hotel product innovation: A case study of first-tier city hotel competitiveness
Ming Kwan (Macau University of Science and Technology)	Enhancing cyber security in airlines to prevent data breach

09:00-10:30, 24 May 2019. Concurrent Session 5 (4 rooms)

5-2. Customer Behaviour

Venue: SHTM 303 Moderator: Janet Chang (National Kaohsiung University of Hospitality & Tourism)

Authors	Title
Zhenxian Piao and Minji Kim (University of Nevada, Las Vegas)	How does price sensitivity affect consumers' perception of value? Lower price vs. higher quality
Heewon Kim and Soocheong (Shawn) Jang (Purdue University)	Do status discrepancy and socioeconomic immobility really drive compensatory consumption?
Yung-Kuei Huang (National Ilan University)	Customer mistreatment and customer-focused voice: Examining a moderated mediation model
Hyekyung Park, Minwoo Lee and Ki-Joon Back (University of Houston)	Effects of wellness attributes on customer satisfaction in the lodging industry
Danting Cai (The Hong Kong Polytechnic University)	Effective factors in intention of Asian students to complain: A study of Swiss private-owned hospitality colleges
Jeongyeon (Jennie) Ahn, Eun-Kyong (Cindy) Choi and Hyun-Woo Joung (The University of Mississippi)	The effect of message appeal and delivery on consumer attitudes toward hotel upselling messages

09:00-10:30, 24 May 2019. Concurrent Session 5 (4 rooms)

5-3. Hotel Management

Venue: SHTM 304 Moderator: Young Joo Ahn (Sejong University)

Authors	Title
Fan Lorraine Zhang and Qu Xiao (The Hong Kong Polytechnic University)	Choosing the right target: Cross-border acquisition target selection of emerging economies-based hotel companies
Zeenaz Hussain (Maldives National University), Jerome Agrusa (University of Hawaii at Mānoa) and Joseph Lema (Stockton University)	Guesthouse accommodations with the one island-one resort concept
Richard Hrankai and Cathy H.C. Hsu (The Hong Kong Polytechnic University)	Exploring attribute non-attendance in hotel choice: A latent class model
Chih-Huei Ko, Chien-Yu Chen and Ming-Way Li (Chihlee University of Technology)	The relationship between workplace ostracism and prosocial service behaviors: An examination of hotel employees
Ioanna Karanikola (The Emirates Academy of Hospitality Management) and Elizabeth Ineson (Manchester Metropolitan University)	Human capital investment in five-star hotels in Dubai, U.A.E.
Oriol Anguera-Torrell (CETT-University of Barcelona)	Hotel firms: Who internationalizes and how?

09:00-10:30, 24 May 2019. Concurrent Session 5 (4 rooms)

5-4. Organization Culture

Venue: SHTM 307 Moderator: Pairach Piboonrungraj (Chiang Mai University)

Authors	Title
Edwin Torres Areizaga, Elizabeth Yost and Giulio Ronzoni (University of Central Florida)	No vacation needed: An exploration on why American workers won't use up their vacation days
Chien-Pang Lin (Chang Jung Christian University) and Chi-Mei Emily Wu (Fu Jen Catholic University)	Why hotels give to charity: Interdependent giving motives
Claudia Langer (CETT-University of Barcelona)	Social innovation in tourism & hospitality: A bibliometric analysis of its implementation through social entrepreneurs
Denise Holly Ramirez Molintas, James A. Busser, Timothy T. Self and Ankita Ghosh (University of Nevada, Las Vegas)	Mitigating group-hate in collaborative learning: A Process-Oriented Analysis
Sookyup Chong, Delores H.T. Lau, and Nicole Nina Ilagan Hao Bian (The Hong Kong Polytechnic University)	Asian leadership in the context of hospitality
Dagnachew L. Senbeto and Alice H. Y. Hon (The Hong Kong Polytechnic University)	Shaping organizational cultures in response to hospitality seasonality

11:00-12:30, 24 May 2019. Concurrent Session 6 (9 rooms)

6-1. Experience of Tourism

Venue: SHTM Function Room 1 Moderator: Amy So (University of Macau)

Authors	Title
Prokopis Christou (Cyprus University of Technology) and Aspasia Simillidou (University of Central Lancashire - Cyprus)	The nexus of melancholy and tourism
Yuansi Hou (Queen Mary University of London), Lin Wang and Zengxiang Chen (Sun Yat-sen University)	The diversity of emotions and tourists' experiences
Yuansi Hou (Queen Mary University of London) and Yue (Christine) Liu (Southern Connecticut State University)	The hidden effect of experiential consumption: Relieving us from feeling lonely
Chun-Chu Chen (Washington State University), Yueh-Hsiu Lin (National Kaohsiung University of Hospitality & Tourism) and Ying-Hsiao Lai (Chaoyang University of Technology)	Memorable tourism experience, satisfaction, and well-being: Does trip duration matter?
Elaine Yulan Zhang and Dan Wang (The Hong Kong Polytechnic University)	The structuration of tourist decision making during trip
Shuchen Qiao (Harbin Institute of Technology), Markus Schuckert (The Hong Kong Polytechnic University) and Ziqiong Zhang (Harbin Institute of Technology)	The role of third-party user generated content on tourist satisfaction

11:00-12:30, 24 May 2019. Concurrent Session 6 (9 rooms)

6-2. Risk, Competition and Research Method

Venue: SHTM Function Room 2 Moderator: Honggen Xiao (The Hong Kong Polytechnic University)

Authors	Title
Marilyn F. Johnson, Mark S. Johnson and Antoinette Tessmer (Michigan State University)	Hotel asset and equity risk before, during and after the global financial crisis
Paraskevas, Alexandros (University of West London)	Towards a risk management framework that ensures duty of care for international business travellers
Srikanth Beldona, Zvi Schwartz and Timothy Webb (University of Delaware)	The state of coepetition in the US lodging industry
Yitong Yu, Shi (Tracy) Xu and Gang Li (University of Surrey)	Applications of experience sampling methodology: A research agenda for hospitality management
Chai Wen Teoh , Koon Ling Lui and Sahadehvah Suppiah (Sunway University)	Effects of multi-dimensional service quality on desserts and sweet snacks consumption
Vicky Tsui Yan Leung and Pearl M. C. Lin (The Hong Kong Polytechnic University)	Employee segmentation: Analysis in the hospitality industry: Employee commitments and behavioral differences

11:00-12:30, 24 May 2019. Concurrent Session 6 (9 rooms)

6-3. Roles of Stakeholders in Tourism Development

Venue: SHTM Function Room 3 Moderator: Carl Boger (University of Houston)

Authors	Title
Lilibeth C. Aragon, Jocely Y. Camalig and Miriam Salvacion Oreta (Lyceum of the Philippines University)	Revitalizing the Walled City of Intramuros for a sustainable urban renewed environment
Wenjing Ji (Nanjing Institute of Tourism & Hospitality), Mimi Li and Tony Tse (The Hong Kong Polytechnic University)	Public private partnership: Some insights from a case study in China
Suzanne Histen, Carolyn Deuchar and Simon Milne (Auckland University of Technology)	Off the grid but on the map – host community perceptions of tourism development, Aotea / Great Barrier Island
Leo Huang, Ying Ye (National Kaohsiung University of Hospitality and Tourism) and Kaung-Hwa Chen (National Kaohsiung University of Science and Technology)	Research on tourism destination preference of Wenqing
Jennifer Pasion Loverio (National Kaohsiung University of Hospitality and Tourism)	Stakeholders' attitudes on overtourism in Sagada, Mountain Province
Samuel Adeyinka-Ojo (Curtin University Malaysia) and Vikneswaran Nair (University of The Bahamas)	An integrated framework for stakeholder power and roles in developing rural tourism destination brand

11:00-12:30, 24 May 2019. Concurrent Session 6 (9 rooms)

6-4. Tourism, Symbolism, Celebrity and Pop Culture

Venue: SHTM Function Room 4 Moderator: Timothy Jung (Manchester Metropolitan University)

Authors	Title
Tomomi Hanai (Teikyo University), Kaoru Yashiro (Otsuma Women's University), and Hisako Konno (Teikyo University)	Photogenic tourism as self-presentation
Manoj Kumar Neelamegan (Vatel Hotel and Tourism Business School), Rachel Jessie Pereira and Nelissa Alcasoas (VM Salgaocar Institute of International Hospitality Education)	The complexities to adopt and implement digital economy practice in small and medium enterprises in the tourism industry
Daryl Ace V. Cornell and Luzviminda O. Tugade (Polytechnic University of the Philippines)	"Ain't no mountain high enough" determining the local residents' quality of life and attitudes towards tourism development in Sagada, Philippines
Shiyu Lin (Beijing Forestry University)	Remaining nostalgia of Chinese traditional village: A primary research of a traditional village in Anhui Province, South China
Hera Oktadiana, Jing Li and Philip Pearce (James Cook University)	Let's travel: Voices from the millennial female Muslim travelers
Simon Pawson (Torrens University) and R. W. (Bill) Carter (The University of the Sunshine Coast)	Two universities and a ministry: Human capital and collaborative capacity building in Cambodia

11:00-12:30, 24 May 2019. Concurrent Session 6 (9 rooms)

6-5. Recruitment and Employee Competency

Venue: SHTM 304 Moderator: Michael J. Tews (The Pennsylvania State University)

Authors	Title
Patricia Rabe and Christopher S. Dutt (The Emirates Academy of Hospitality Management)	Factors affecting the recruitment of restaurant managers in Dubai: Extended abstract
Chih-Hung Wang (National Taichung University of Education), Tzu-Ching Lai (National Kaohsiung University of Hospitality and Tourism) and Po-Hsien Chiu (Cheng Shiu University)	Effects of co-worker incivility and customer incivility on the work engagement and job performance: Moderating effect of passion for work
Chanya Tansakul (The Crystal Tour) and Kanyamon Kanchanathaveekul (Western University)	Developing personnel competence in tourism and hospitality industry under ASEAN framework of small and medium enterprises in Phuket, Thailand
Andriew Lim (Hotelschool The Hague)	The role of HTH entrepreneurship hub in stimulating hospitality start-ups: Resource based view perspective
Inhaeng Jung and Amit Sharma (The Pennsylvania State University)	Exploring costs and benefits of unionization in the hospitality industry
Michael J. Tews (The Pennsylvania State University)	Minding your manners: Interviewing etiquette for today's hospitality undergraduate

11:00-12:30, 24 May 2019. Concurrent Session 6 (9 rooms)

6-6. Restaurant Marketing

Venue: SHTM 302 Moderator: Warren Goodsir (Auckland University of Technology)

Authors	Title
Socrat Ghadban, Mohamad Alhallak, Badr Fayad (Lebanese University)	Local chain restaurants and millennials' needs: Insights from Lebanon
Xi Yu Leung and Han Wen (University of North Texas)	"Alexa, stop." a study of using chatbots in restaurant takeout orders
Lu Tang and Siu-Ian Amy So (University of Macau)	The impact of online social interaction on customer behavioural outcome in foodservice industry: The case of Macau
Soon A Lee and Hae Young Lee (Kyungsoong University)	Selection attributes of convenience store lunch box, perceived benefit, and customer satisfaction: Risk perception as a moderator
Soon Mi Kwon and Earl L. Reid (Kyungsoong University)	Moderating role of novelty-seeking on the influence of TV restaurant programs on satisfaction and restaurant visit intention
Hyounae (Kelly) Min (California State Polytechnic University), Hyun Jeong Kim (Washington State University) and Myong Jae Lee (California State Polytechnic University)	The moderating role of power on the relationship between anger and complaining

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6-7. Social Media and Tourism

Venue: SHTM 303 Moderator: Chrystel Masdupuy (École Supérieure Internationale de Savignac)

Authors	Title
Myla Medrano Loreto (Dusit Thani College)	The influence of social media exposure on the interpersonal communication skills of hospitality students
Soon A Lee and Hae Young Lee (Kyungsoong University)	Prediction and estimation in location-based travel services using social big data
Wanching Chang, Grace C.L. Chien and Ren-Fang Chao (I-Shou University)	Effects of influential travel bloggers on young tourists' usage intention.
Seung Jeon, Sojung Lee and Yang Xu (Iowa State University)	Investigating tourists' mobile technology resistance behaviour: An application of innovation resistance theory
Hai-Ning Chou, Chia-Yuan Hsu and Chun-Fang Chiang (Chinese Culture University)	Cabin ambience, experiential emotion, experiential value effect of sharing intentions on social media - a case study of EVA Air Livery Jet
Yun Victoria Chen, GuoQiong Ivanka Huang and IpKin Anthony Wong (Sun Yat-Sen University)	A socio-personal perspective on hotel social commerce

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6-8. Education Development in Tourism and Hospitality

Venue: SHTM 307 Moderator: Ralf Burbach (Technological University Dublin)

Authors	Title
Man Kit Lee (Hong Kong Institute of Vocational Education)	Factors that impact hospitality learning environment: A case in Hong Kong
Tin Hang Michael Lai and M Kazem Vafafari (Ritsumeikan Asia Pacific University)	A comparative study of domestic and international hospitality and tourism students' perceptions towards the needs for learning foreign languages: A case study of Japan
Clive Smallman and Peter Ryan (Higher Education Leadership Institute)	Foundations for leveraging advanced information and communications technologies to improve customer experience and loyalty in the hospitality curriculum
Tzu-ling Charline Chen (National Kaohsiung University of Hospitality and Tourism) and Yu-Syuan Tsai (National Keelung Maritime Vocational High School)	The correlation between self-efficacy and well-being among teachers of hospitality and tourism department in higher education
Dorthe Simonsen and Allan Winther (UCL University College)	Employability as a subject for hospitality students at UCL – does it make any difference?
Nicholas Thomas and Chris Roberts (DePaul University)	Developing and aligning an industry-based hospitality curriculum

11:00-12:30, 24 May 2019. Concurrent Session 6 (9 rooms)

6-9. Technology and Education in Events

Venue: SHTM 821 Moderator: Henri Kuokkanen (Institut Paul Bocuse)

Authors	Title
Dario Tom Dieck, M. Claudia Tom Dieck and Timothy Jung (Manchester Metropolitan University)	The use of VR for the enhancement of the science festival experience
Barbara Neuhofer (Salzburg University of Applied Sciences), Krzysztof Celuch (Vistula School of Hospitality Management in Warsaw) and Bianca Magnus (Salzburg University of Applied Sciences)	The impact of artificial intelligence on events experiences: A scenario technique approach
Kristin Malek (University of Nebraska Lincoln) and James Musgrave (Leeds Beckett University)	A comparative study of international events management education
Jinlin Zhao (Florida International University)	Developing a national-wide brand event through university-industry partnership a case of South Beach Wine and Food Wine Festival
Richard N.S. Robinson and Gabby Walters (The University of Queensland), Peter Lugosi (Oxford Brookes University) and Sarah Donaghy (The University of Queensland)	Pop-up events: Not so black and 'white'...

14:00-15:30, 24 May 2019. Concurrent Session 7 (8 rooms)

7-1. Sharing Economy and Airbnb II

Venue: SHTM Function Room 1 Moderator: Xander Lub (Breda University of Applied Sciences)

Authors	Title
Levi van der Heijden, Tanya Bondarouk, Klaas Jan Visscher (University of Twente) and Huub Ruel (Hotelschool The Hague)	Exploring value creation in the sharing economy: Analysing discourse in Airbnb reviews
Helen Petkewitz and Huub Ruel (Hotelschool The Hague)	Does hospitality matter in diplomacy? An exploratory study among ambassadors on the role hospitality as a competence in diplomacy
Yujia Chen and Iis Tussyadiah (University of Surrey)	Service failure in Airbnb: A critical incident assessment
Huub Ruel (Hotelschool The Hague), Han Abbink and Harry van der Kaap (University of Twente)	“Ties that bind” - A study into ambassadors’ contribution to commercial diplomacy and trade
Jihwan Yeon, Hyung Ju Song and Seoki Lee (The Pennsylvania State University)	Examining the impact of Airbnb regulation on hotel performance : A difference-in-differences approach
Han Chen (University of New Orleans) and Yee Ming Lee (Auburn University)	Event management competencies: A comparison of industry professionals, educators, and students’ perspectives

14:00-15:30, 24 May 2019. Concurrent Session 7 (8 rooms)

7-2. Shopping, Gaming and Cruiseline Tourism

Venue: SHTM Function Room 2 Moderator: Linda Woo (The Hong Kong Polytechnic University)

Authors	Title
Xiaolong Ma and Xinju Yang (Nankai University)	Study on the consumer competitiveness between tourists and residents and the evolution of tourism formats
Seongseop (Sam) Kim (The Hong Kong Polytechnic University), Derrick Lee (Singapore Institute of Management) and Frank Badu Baiden (The Hong Kong Polytechnic University)	The effects of the development of a casino tourism destination on the local community
Sha Wang (Fudan University)	Understanding the cruising experience of Chinese family vacations with young children: An analysis of online review comments
Baoheng Wang, Xinying Hu and Jian Tian (Xiamen University)	What are the cruise-ship stereotypes? Explore Chinese tourists' understanding of cruise tourism
Feng Hsien Pang (National Chi Nan University)	Consumer behavior study in the Taiwanese whisky market
Ian David (Webber International University)	Investigating the attractiveness of "Classic Car Tours" for American cruise passengers to Havana, Cuba

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7-3. Performance Measurement

Venue: SHTM Function Room 3 Moderator: Shuo Wang (Chinese University of Hong Kong)

Authors	Title
Siew Har Ong (Berjaya University College) and Ravindran Ramasamy (University Tun Abdul Razak)	Measures of corporative qualities in Private University, Malaysia
Vladan Pantelic and Sanjay Nadkarni (The Emirates Academy of Hospitality Management)	Key performance indicators in UAE hotel properties: Senior managers' perspectives
Sung Gyun Mun (The Hong Kong Polytechnic University) and SooCheong (Shawn) Jang (Purdue University)	Restaurant firms' financial constraints and business performance
Yiqi Wang, Jewoo Kim (Iowa State University) and Jaewook Kim (University of Houston)	Does brand strength affect the relationship between eWOM and restaurant performance?
Hyewon Lee and Eliza Ching Yick Tse (University of Missouri)	The impact of online buzz sentiment on firm performance in Korean restaurant industry
Grzegorz Kapuscinski, Nathan Zhang (Oxford Brookes University), Liting Zeng and Cao Aihua (Beijing Hospitality Institute)	Effects of crisis response tone and author's gender on employer attractiveness

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7-4. Medical and Health Tourism

Venue: SHTM Function 4 Moderator: Zvi Schwartz (University of Delaware)

Authors	Title
Claire Liu, Zheng Chang and Maria Hyde Smith (Auckland University of Technology)	Exploring New Zealanders' perceptions and interest in wellness tourism in China
Wanamina Waehama, Thanchanok Khaewthong, Jirayu Saowarun, Nitchakul Chalakan, Petcharat Khumpaitoon and Apichaya Kaderak (Prince of Songkla University)	The study of medical tourism in Hat Yai Songkhla
João Romão (Hokkaido University)	Wellness tourism participatory governance: A common pool resources approach
Rahman Imran, Sijun Liu and David Martin (Auburn University)	Outbound medical tourists' perceived quality of medical care, post-visit destination image and revisit intention
Ilian Assenov and He Ye (Prince of Songkla University)	Marketing strategies targeting Chinese medical tourists in Thailand
Li-Hsin Chen (National Kaohsiung University of Hospitality and Tourism)	Exploring the experiencescape of a bicycle tourism destination: A case study of Taipei City, Taiwan

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7-5. Aboriginal Tourism and Slow Tourism

Venue: SHTM 302 Moderator: Michael Tews (The Pennsylvania State University)

Authors	Title
Lu-Ping Lin, Li-Hsin Chen and Nien-Te Kuo (National Kaohsiung University of Hospitality and Tourism)	Exploring the potential for aboriginal tourism in Tjuvecekadan Village, Taiwan
Jeanneth F. Darroca (Iloilo Science and Technology University)	Farm Tourism: Unleashing Iloilo's potential through sustainable tourism
Te-Yi Chang, Ryan Wu and Ying-Hsuan Lee (National Kaohsiung University of Hospitality and Tourism)	Exploring on using OTA community media to enhance visitors responsibility tourism behavior: The case of the Elephant Nature Park
Yu-Yang Cheng, Janet Chang, Ming-Kuei Shih and Ching-Yen Ho (National Kaohsiung University of Hospitality & Tourism)	Exploring slow travel tourists' revisit intention
Chenguang Wu and Fan Zhang (Sun Yat-Sen University)	An investigation of mortality salience and tourist familiarity-seeking behavior
Yi-Jen Shie (National Kaohsiung University of Hospitality and Tourism)	Reclaiming environmental ownership for tourism: Indigenous river closure in Taiwan

14:00-15:30, 24 May 2019. Concurrent Session 7 (8 rooms)

7-6. Sustainable Tourism

Venue: SHTM 303 Moderator: Billy Bai (University of Nevada, Las Vegas)

Authors	Title
Eleanor E. Cranmer, M. Claudia tom Dieck and Timothy Jung (Manchester Metropolitan University)	The role of augmented reality for sustainable development: Evidence from tourism
William C. Schuelke, Xi Yu Leung, Lisa Kennon and Priscilla Connors (University of North Texas)	Geocaching and nature tourism in State Parks
Xiao Ying Kee (Taylor's University), Siew Har Ong (Berjaya University College) and Frederic Bouchon (Institute Paul Bocuse)	Local communities' perceptions of ecotourism economic impacts and conservation issues in Kuala Selangor, Malaysia
Hamilton Bicksler and Chompoonut Suttikun (Khon Kaen University)	Developing sustainable tourist destinations using perspectives of the marketing mix at Ban Nakha Silk Market
Jennifer Pasion Loverio (National Kaoshiung University of Hospitality and Tourism) and Shirley Villosillo Guevarra (University of the Philippines Diliman Q.C.)	Environmental management and sustainability of hospitality establishments in Sagada Mountain Province to environmental management and sustainability of hospitality establishments in Sagada, Mountain Province
ShiNa Li (Sun Yat-Sen University), Andrea Saayman (North-West University), Jason Stienmetz and Iis Tussyadiah (University of Surrey)	Willingness to pay for pro-poor tourism products

14:00-15:30, 24 May 2019. Concurrent Session 7 (8 rooms)

7-7. Corporate Social Responsibility

Venue: SHTM 304 Moderator: Sunny Ham (Yonsei University)

Authors	Title
Chris K. K. Chan, Ada Fong and Clare Fung (The Hong Kong Polytechnic University)	Exploring corporate social responsibility values of Generation Z hospitality undergraduates in Hong Kong
Wanamina Waehama, Suwannee Binlaeman, Thanatchaporn Yongyutvuttikul, Nittakarn Supasiripromsuk, Chawit Phakdikamol and Natkamon Kulwijit (Prince of Songkla University)	Green image and business travellers decision making in the green hotel industry in Thailand
Myunghee Mindy Jeon (Salem State University), Seon Jeong Ally Lee (Kent State University) and Miyoung Jeong (University of South Carolina)	Investigating corporate social responsibility and customers' behaviors with ride-sharing services
Aysin Pasamehmetoglu (Ozyegin University) and Mustafa Mchmet Gokoglu (Dokuz Eylul University)	Corporate social responsibility perspective of Istanbul chain hotels: The differentiation in managerial practices in Turkey
Maria Stela Crotti and Elizabeth Wada (Anhembi Morumbi Univesity)	Hospitality and the luxury market: A hotel team challenge

14:00-15:30, 24 May 2019. Concurrent Session 7 (8 rooms)

7-8. Smart Tourism

Venue: SHTM 307 Moderator: Simon Pawson (Torrens University)

Authors	Title
Ying Chao and Murat Hancer (University of Central Florida)	Extended servicescapes: Examining the role of technology
Kom Campiranon (Thammasat University)	Understanding the concept of smart tourism in the context of Thailand
M. Claudia tom Dieck and Jung Timothy (Manchester Metropolitan University) and Jolly Wong, Yufeng Zhuang and Wanggan Wan (Shanghai University)	The opportunities and challenges of 5G for tourism, hospitality and events
Rosanna Leung (I-Shou University)	Behaviour and attitude towards robotic staff: An observation at Henn-na Hotel
Lusha Huang and Hanna Wirman (The Hong Kong Polytechnic University)	Designing mobile app gamification to enhance the on-site tourism experiences of people with visual impairment in Hong Kong
Yeongbae Choe and Amy Siu-Ian So (University of Macau)	Effects of smart tourism technology usage on serendipity and satisfaction