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<th>Time</th>
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<tr>
<td>12:00 Noon - 1:00 PM</td>
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<td>Portland Building Atrium</td>
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<td>University of Portsmouth Campus, University of Portsmouth Campus, Portland St, Portsmouth, PO1 3AH</td>
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<td>4:00 PM - 6:00 PM</td>
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<tr>
<td>12:00 PM - 1:00 PM</td>
<td>Coffee Available - Portland Building Atrium</td>
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<td>1:00 PM - 5:00 PM</td>
<td>Research Academy Workshops - Concurrent Sessions</td>
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<tr>
<td>1:00 PM - 3:00 PM</td>
<td>Part 1: The Experimental Research Workshop. Room: Portland 1.44 (1st floor)</td>
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<td>Dr Giampaolo Viglia, University of Portsmouth</td>
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<tr>
<td>1:00 PM - 3:00 PM</td>
<td>Part 1: Structural Equation Modeling Workshop. Room: Portland 1.51 (1st floor)</td>
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<td>Professor Dogan Gursoy, Washington State University</td>
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<td>Professor Yuksel Ekinci, University of Portsmouth</td>
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<td>3:00 PM - 3:30 PM</td>
<td>Coffee Break - Portland Atrium</td>
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<tr>
<td>3:30 PM - 5:00 PM</td>
<td>Part 2: The Experimental Research Workshop. Room: Portland 1.44</td>
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</tbody>
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3:30 PM - 5:00 PM  
**Part 2: Structural Equation Modeling Workshop. Room Portland 1.51**  
Professor Dogan Gursoy, Washington State University  
Professor Yuksel Ekinci, University of Portsmouth

6:00 PM - 8:00 PM  
**Welcome BBQ**  
Portland Building  
University of Portsmouth Campus  
Portland Street  
Portsmouth  
PO1 3AH

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**Wednesday, July 10, 2019**

9:00 AM - 3:00 PM  
**REGISTRATION**  
Portland Building Atrium  
University of Portsmouth Campus, University of Portsmouth Campus, Portland St, Portsmouth, PO1 3AH

8:40 AM - 9:00 AM  
**Conference Openning. Room: Portland Main Lecture Theatre 1.74 (1st floor)**

9:00 AM - 10:20 AM  
**Concurrent Session 1. Room: Portland 1.51 (1st floor)**  
**Session Chair: Ibrahim Mohammed**  
Differences in Hotels’ Rate Fences: A Comparison From Online Travel Agents and Hotels’ Websites  
Ibrahim Mohammed

The Differential Impacts of External Reference Price Level and Source on Generation Y Travelers’ Hotel Consideration and Willingness-to-Pay  
Daniel Leung

Fear for Sale: Buying Emotions with Tourist Promotional Rack Cards  
Susan Weidmann

The Sharing Economy according to Uber and Airbnb in South Africa: Challenges, Opportunities and Immediate Prospects  
Pfarel Manavhela and Unathi Sonwabile Henama
9:00 AM - 10:20 AM  Concurrent Session 2. Room: Portland 1.44 (1st floor)
Session Chair: Marta Garcia

Farm Tourism in Taiwan: An Application of Logistic Regression Approach
Austin Rong-Da Liang, Wai-Mun Lim and Tung-Sheng Wang

California Beaches, the Golden Gate Bridge and… Agritourism?
Michelle Millar

Exploring the Factors Predicting M-Commerce Applications’ Adoption in Tourism and Hospitality: Evidence from Travel Agencies, Hotels, and Archaeological Sites
Mohamed Abou-Shouk, Nagoua Zoair and Ayman Abdelhakim

Knowledge of Mototourist’s Habits to Develop a Successful Tourist Destination: An Italian Case Study (Webex presentation)
Flavia Cappelloni and Simona Staffieri

9:00 AM - 10:20 AM  Concurrent Session 3. Room: Portland 0.28 (Ground floor)
Session Chair: Maria Adela Balderas-Cejudo

Trends and Challenges in the Hospitality Industry: The Senior Travelers
Maria Adela Balderas-Cejudo

Long-Stay Tourists and The World of International Retirement Migration
Simon Hudson

Online Hospitality and Collaborative Paradigm of Communication: A Conceptual Understanding of Collaborative Platforms Peer-to-Peer Interaction Experiences
André Durão and Xander Lub

How Hoteliers See the Guest Complaints? Factors Influencing Organizational Responses to Guest Complaints in Saudi Arabia
Erdogan Ekiz and Nasser Albogami

9:00 AM - 10:20 AM  Concurrent Session 4. Room: Portland 0.41 (Ground floor)
Session Chair: Hester Nienaber

Strategy-as-Practice: Preliminary Evidence from Accommodation SMME Owner-Managers in South Africa
Winnet Sami, Hester Nienaber and Magaret Phillips
Demand and Supply, and Competitiveness: An Integrated Theoretical Framework in Cableway System Design
Moreno Ferrarese, Manuela Pulina and Enzo Loner

Share Repurchase and Stock Market Reaction: Understanding the Variations in the Restaurant Industry
Jaehee Gim and Soocheong Shawn Jang

10:20 AM - 10:45 AM  Coffee Break - Portland Building Atrium

10:45 AM - 11:30 AM  Key Note Speech. Room: Portland Main Lecture Theatre 1.74 (1st floor)
Helen Bonser- Wilton
Chief Executive Mary Rose Museum (https://maryrose.org/)

11:30 - 12:00 Noon  Introduction of extra social activities in and around Portsmouth. Room: Portland Main Lecture Theatre 1.74
Liz Sharples, Senior Teaching Fellow, University of Portsmouth

12:00 Noon - 1:00 PM  Lunch - Portland Building Atrium

1:00 PM - 2:20 PM  Concurrent Session 1. Room: Portland 1.51 (1st floor)
Session Chair: Susan Weidmann
The Role of Embodied Virtual Reality Technologies in Users’ Engagement and Recommendation in The Hospitality Industry
Carlos Flavián, Sergio Ibáñez-Sánchez and Carlos Orús

Psychometric Index Development of Online Reviews on Medical Tourism
Anjali Sharma and Jayasimha K. R.

Technology Induced Loyalty Schemes for Customer Relationship Management and Positive Purchase Decisions
Azizul Hassan, Masud Parvez and Erdogan Ekiz

1:00 PM - 2:20 PM  Concurrent Session 2. Room: Portland 1.44 (1st floor)
Session Chair: Kayode Aleshinloye
Residents’ Attitudes About Tourism as a Precursor to Their Quality of Life: A Moderation Analysis
Kayode Aleshinloye and Kyle Woosnam

The Downside to Being a Successful Tourism Destination: Funding the Necessary Tourism
Anthony Brien
Quality of Life and Emotional Solidarity in Residents’ Attitude towards Tourists: The Case of Macau
Hio Kuan Lai, Patricia Pinto and Pedro Pintassilgo

Case Studies of Successful Community-Based Tourism from the United Kingdom and Australia: Lessons for African Destinations
Unathi Sonwabile Henama, Albert. J. Strydom and Miss Dinah Mangope

1:00 PM - 2:20 PM  Concurrent Session 3. Room: Portland 0.41 (Ground floor)
Session Chair: Carlos Peixeira Marques
The exchanges of Tourism Can Provide Solidarity too in Addition to Support!
Emrullah Erul, Manuel A. Ribeiro and Kyle M. Woosnam

The Contribution of a Multisensory Approach to Responsible Management in Community-Based Tourism: A Case of Yim Tin Tsai Village in Hong Kong
Dora Agapito and Chung-Shing Chan

Responsible Tourism Development in Emerging Economies: Lessons from Nigeria
Afamefuna Paul Eyisi, Diane Lee and Kathryn Trees

The Impact of Experience Authenticity on Tourists' Revisit Intention
Carol Y. Lu and Tinh Quan Tang

1:00 PM - 2:20 PM  Concurrent Session 4. Room: Portland 0.28 (Ground floor)
Session Chair: Gabriela Mordecki
Application of Slow Philosophy in Destination Marketing: The Case of Latvia
Zanda Serdane

Territorial Marketing as a Mean of Regional Valorization and Development, Based on Religious Tourism – The Ordo Christi Case
Teresa Paiva, Elsa Ramos, João Neves, Daniel Raposo, Ricardo Silva, Luísa Castilho and Teresa Desterro

Adopting Cooperative Marketing Strategy by Tourism Service Providers: Comparing Perceptions of Travel Agencies and Hotels
Mohamed Abou-Shouk, Mahmoud Tamam and Mahmoud Hewedi

Cultural Tourism: Cultural Presentation at the Basotho Cultural Village, Free State, South Africa
Lehlohonolo Mokoena
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<th>Time</th>
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<th>Title</th>
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<td>2:20 PM - 3:00 PM</td>
<td>Coffee Break - Portland Bulding Atrium</td>
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<tr>
<td>3:00 PM - 4:20 PM</td>
<td>Concurrent Session 1.  Room: Portland 1.51 (1st floor)</td>
<td>A Conceptual Framework of Arab Tourists’ Motivations to Visit London, UK</td>
<td>Husain Matar</td>
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<td>Why Do People Opt for Voluntourism in Bangladesh? An Exploratory Study</td>
<td>Dr Arifur Rahman and Jebun Nesa Ali</td>
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<td>Visiting Friends and Relatives’ Tourism: The Case of Uruguay</td>
<td>Gabriela Mordecki, Silvia Altmark and Karina Larruina</td>
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<td>The Role of Multileveled Knowledge, Actors and Activities in Innovation Networks</td>
<td>Veronika Trengereid</td>
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<tr>
<td>3:00 PM - 4:20 PM</td>
<td>Concurrent Session 2.  Room: Portland 1.44 (1st floor)</td>
<td>Chaos Toward Order: Rethinking Relational Exchange in Hotel B2B Sales and Marketing</td>
<td>Richard Mcneill and Hester Nienaber</td>
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<td>Unraveling AIRBNB Growth in a Maturing Cultural Destination</td>
<td>Zaid Alrawadieh, Merve Aydogan Cifci, Fusun Istanbullu Dincer and Mithat Zeki Dincer</td>
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<td>Social Media Marketing in the Hospitality Industry: The Evolution of European Hotels’ Approaches from 2012 to 2018</td>
<td>Roberta Minazzi and Alessandro Panno</td>
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<td>Hospitality &amp; Stakeholders’ Role Change in a Cultural Tourism Destination</td>
<td>Mariana De Freitas Coelho and Elizabeth Kyoko Wada</td>
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<tr>
<td>3:00 PM - 4:20 PM</td>
<td>Concurrent Session 3.  Room: Portland 0.28 (Ground floor)</td>
<td>Effects of Gender Equality Policy on Career Growth for Women in Food and Beverage Sector</td>
<td>Thifhelimbilu Rambuda and Nanikie Zungu</td>
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</tbody>
</table>
Reference Groups’ Behavior-Attitude In-congruency’s Influence on Hotel Employees’ OCBs
Emily Ma

A Research on The Determination of The Financial Literacy Levels of Public Employees: Konya / Beyşehir Public Employees Example
Ali Anteplı

A Theoretical Framework of Failed Service Recovery Antecedents in the Hospitality Industry
Beatrice Loo

3:00 PM - 4:20 PM Concurrent Session 4. Room: Portland 0.41 (Ground floor)
Session Chair: Anthony Brien
Assessing the Influence of Mediating Role of Motivation to Learn Training Effectiveness in Tourism and Hospitality Industry
Amitabh Deo Kodwani

Video Games, Virtual Reality and Augmented Reality Applications in Tourism Promotion and Marketing
Erdem Acir

A Quantitative Look Into Sport Tourists' Nostalgia
Heetae Cho, Dongoh Joo, Do Young Pyun and Hyun-Woo Lee

The Effect of Job Satisfaction on Leadership
Ali Sukru Cetinkaya

3:20 PM - 4:20 PM Editorial Board Meeting - Journal of Hospitality Marketing & Management
Room: Portland Main Lecture Theatre 1.74 (1st floor)

4:20 PM - 5:20 PM Workshop: An Approach to New Research Ideas: Turning Something Qualitative to Quantitative
Professor SooCheong (Shawn) Jang, Ph.D., Purdue University
Room: Portland: 0.28 (Ground floor)

5:30 PM to 6:30 PM Social Activity - Exclusive out-of-hours visit D-Day Story
D-Day Story
Clarence Esplanade
Portsmouth
PO5 3NT
Meet outside Portland Building at 16.30 if you wish to walk with Liz – it is just over 2 miles. Or book a taxi; our approved supplier is Aqua Cars +44(0)2392 654321

Thursday, July 11, 2019

8:00 AM - 3:00 PM  REGISTRATION
  Portland Building Atrium
  University of Portsmouth Campus, Portland St, Portsmouth, PO1 3AH

9:00 AM - 10:15 AM  Concurrent Session 1. Room: Portland 1.51
  Session Chair: Liz Sharples
  An Investigation of the Role of Religiosity and Religious Values on Hotel Guests’ Pro-Environmental Behaviour
    Padmali Rodrigo, Sarah Turnbull and Bidit Dey

  Antecedents of Destination Brand Credibility: A Cross-Cultural Study
    Sebastian Molinillo, Arnold Japutra and Yuksel Ekinci

  Wellness Tourism - An Empirical Study on Wellness Travel Motivation
    Charu Goyal and Udita Taneja

9:00 AM - 10:15 AM  Concurrent Session 2. Room: Portland 1.44
  Session Chair: Teresa Paiva
  International Recognition of South African Food Books and the Development of a Contemporary National Culinary Identity
    Daryl Hewson, Ledile Mohlakoane and Cynthia Mabaso

  Current Food Waste Management Practices of Executive Chefs: A Case Study of a Hotel Group in Gauteng, South Africa
    Cynthia Mabaso and Daryl Hewson

  Food in Destination Marketing: The Issue of “Local”
    Anna Stalmirska

  Tourism education in Nigerian secondary schools: Issues and prospects
    Emeka Okonkwo
9:00 AM - 10:15 AM  Concurrent Session 3. Room: Portland 0.28
Session Chair: Vincent Mitchell

Mice Event Value Measurement
Vincent Mitchell

Measuring the Impact of Events’ Impression Management in Foreign Destinations Which Stimulate Tourism Behavior Intentions
Eman Negm and Ahmed Elsamadicy

Developing Event Tourism in Abia State: Ekpe Cultural Festival Example
Nneoma Grace Ololo, Peter Dieke and Pamela Eze-Uzomaka

Investigating Attendees’ Satisfaction: Case of Kirkpinar Oil Wrestling Competitions
Aydemir Ay, Aril Cansel and Erdogan Ekiz

9:00 AM - 10:15 AM  Concurrent Session 4. Room: Portland 0.41
Session Chair: Lehlohonolo Mokoena

Hospitality and Tourism International Internships and Perceived Employability
Greg Gannon

Use of Social Media as a Tool for Recruitment
Ali Sukru Cetinkaya

Skills Gaps in the Luxury Hospitality Sector: The Case of Toronto
Frederic Dimanche and Katherine Lo

Review of the Literature on Expatriation in the Hospitality Industry
Aahed Khliefat, Khalid Eyoun, Alecia Douglas and Ayman Harb

10:15 AM - 10:45 AM  Coffee Break - Portland Building Atrium

10:45 AM - 12:00 Noon  Concurrent Session 1. Room: Portland 1.51
Session Chair: Carol X. Zhang

The Influence of Travel Companions in Theme Park Experiences
Feifei Xu, Xu Wang, Qun Ren and Liqing La
Kayode Aleshinloye, Kyle Woosnam and Arthur Huang

## Integrating Travel Constraints As Second-Order Factor in A Visitor Satisfaction, Image and Loyalty Model: The Moderating Role of Visitor Motivation
Youngsoo Kim, Manuel Alector Ribeiro and Kyle M. Woosnam

### 10:45 AM - 12:00 Noon
**Concurrent Session 2. Room: Portland 1.44**
**Session Chair: Sebastian Molinillo**

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<thead>
<tr>
<th>Title</th>
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<tr>
<td>An Investigation Into The Effects of Joint Advertising on Tourists’ Behaviour</td>
<td>Ali Can, Yuksel Ekinci and Giampaolo Viglia</td>
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<td>How Often Do You Travel? The Impact of Travel Frequency on Tourist's Willingness to Pay</td>
<td>Marta Nieto Garcia, Pablo Antonio Muñoz Gallego and Oscar Gonzalez Benito</td>
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<td>Miami, Florida: A Destination Study of Climate Change Impacts on Tourism</td>
<td>Nancy Scanlon</td>
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### 10:45 AM - 12:00 Noon
**Concurrent Session 3. Room: Portland 0.28**
**Session Chair: Padmali Rodrigo**

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<tr>
<td>Sustainable Tourist Behaviour: The Perspective of Economic Sustainability</td>
<td>Barry Mak and Denis Chan</td>
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<td>Foreign Tourist Fidelity in Spain.</td>
<td>María Del Mar Zamora Sanz, Purificación Granero Gómez and Ana Isabel Zamora Sanz</td>
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<td>Satisfaction and Loyalty of Tourists Participating in Non-Adult Nightlife in Bangkok</td>
<td>Sirilak Khetsoongnoen and Leslie Klieb</td>
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<td>Regional Trading blocs and the development of tourism</td>
<td>Mudawose Tangawabaiwa</td>
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### 10:45 AM - 12:00 Noon
**Concurrent Session 4. Room: Portland 0.41**
**Session Chair: Donnahae Rhoden Salmon**

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<tr>
<td>The Impact of Intrinsic Motivation in the Relationship Between Transcendental Leadership and Work Engagement: Evidence From Hotel Industry</td>
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Huseyin Arasli and Cihan Alphun

The Role of Individual and Organizational Variables As Predictors of Job Satisfaction Among Hotel Employees
Sérgio Borrilha, Saul Neves de Jesus, Patrícia Pinto and João Viseu

Servant Leadership in Hospitality: State-of-The-Art and Future Research Directions
Maroun Aouad and Eka Diraksa Putra

12:00 Noon - 1:00 PM  Lunch - Portland Building Atrium

1:00 PM - 3:00 PM  Panel Discussion: Publishing in Top-Tier Journals
Room: Portland Lecture Theatre 1.74 (1st floor)
Dogan Gursoy, Christina G. Chi, Dan Nunan, SooCheong (Shawn) Jang, Robin Nunkoo

3:00 PM to 3:30 PM  Coffee Break - Portland Building Atrium

3:30 PM - 5:00 PM  Concurrent Session 1 - Room: Portland 1.51
Session Chair: Elizabeth Kyoko Wada
Satisfaction and Dissatisfaction Factors in the Guest Experience at Resorts Under the Hospitality Approach: A Study Based On The Critical Incident Analysis
Anna Beatriz Cautela Gouvêa, Ana Claudia Guimaraes Antunes, Maria Stela Reis Crotti and Elizabeth Kyoko Wada

Exploiting Big Data to Uncover Guests’ Experiences In The UK Hotel Industry: A TripAdvisor-Based Study
Roya Rahimi and Sarah Williams

Analysis of Guest Motivations to Stay in Boutique Hotels in Jeddah, Saudi Arabia
Salem Ali Al Sharani

3:30 PM - 5:00 PM  Concurrent Session 2. Room: Portland 1.44
Session Chair: Nancy Scanlon
Qiulin Wang and Daniel Leung

Factors Influencing Chinese post 90s Female Outbound Tourist’ Luxury Fashion Purchases Abroad
Carol Xiaoyue Zhang, Stacey Cui Li and Meng-Shan Sharon Wu

Antecedents of Tourist Trip Planning Autonomy: The Moderating Effects of A Global Economic Crisis
Milagros Fernández-Herrero, Rosa M. Hernández-Maestro and Óscar González-Benito

**Working It Out Together: A Qualitative Study of vacation Related Decision-Making in Couples**
Olena Koval and Håvard Hansen

### 3:30 PM - 5:00 PM
**Concurrent Session 3. Room: Portland 0.28**
**Session Chair: Alfonso Vargas**

- **Signals of Global Hotel Brands and Their Impact on Choice**
  Haemoon Oh, Misoon Lee and Seonjeong Ally Lee

- **Internal Service Quality Perceptions: National Culture Influences in Ghana**
  Michael Evans

- **Halal Tourism Through The Lens of A New Generation in The UAE**
  Alfonso Vargas and Anestis Fotiadis

- **Global Health Initiative: An Income Generation Model**
  Donnahae Rhoden Salmon, Antoinette Barton-Gooden, Robin Leger and Steve Weaver

### 3:30 PM - 5:00 PM
**Concurrent Session 4. Room: Portland 0.41**
**Session Chair: Shaohua Yang**

- **Attachment and Loyalty to Rural Destinations: Differences Between Tourists and Same-Day Visitors**
  Carlos Marques, Elisabeth Kastenholz and Maria João Carneiro

- **Building Destination Brand Attachment: The Role of Cognitive, Affective Components and Destination Brand Stereotypes**
  Arnold Japutra, Sebastian Molinillo and Yuksel Ekinci

- **The Development of A Conceptual Framework on The Brand Personality, Self-Congruity and Tourist Loyalty: The Moderator Role of Tourist Emotional Experience**
  Shaohua Yang, Salmi Mohd Isa, T Ramayah and Ramona Blanes

- **Modelling The Choice of Tourism Accommodation in Spain**
  Purificación Granero Gómez, Ana Isabel Zamora Sanz and María Del Mar Zamora Sanz

### 3:30 PM - 5:00 PM
**Conference Closing. Room: Portland Lecture Theatre 1.74 (1st floor)**
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| 7:00 PM - Late evening | Conference Social Evening - Gala Dinner. Dress Code: Smart Casual  
Eden Restaurant (Formerly known as Tiger Tiger)  
Gunwharf Quays Shopping Centre  
Portsmouth  
PO1 3TP |
| Friday, July 12, 2019 | Showcase Portsmouth City - casual dress code. Please wear comfortable shoes. |
| 9:15 AM           | Meet in front of Portland Building at University of Portsmouth at 9.15 a.m. or meet outside the Spinnaker Tower in Gunwharf Quays Shopping Centre at 9.45 a.m. |
| 10:00 AM          | **Spinnaker Tower - visit to this iconic site**  
  Spinnaker Tower  
Gunwharf Quays Shopping Centre  
PO1 3TT |
| 12:00 Noon - 13:30 PM | **Light Lunch in Boathouse No 4 at Portsmouth Historic Dockyard**  
Meet at the reception at the dockyard at 11.45am for group check-in. Please do not be late.  
  Portsmouth Historic Dockyard  
  Victory Gate  
  HM Naval Base  
  Portsmouth  
  PO1 3LJ  
  Professors Rob James and Brad Beaven - social and cultural history academics - will also be joining us to share their "sailortown" knowledge |
| 13:00 PM - 5:00 PM | **Portsmouth Historic Dockyard – as above**  
  In the afternoon you will have chance to explore this heritage visitor attraction - don't forget to also visit the Mary Rose museum - discount voucher in your goodie bag. |