CONFERENCE PROGRAMME

12th ADVANCES IN HOSPITALITY & TOURISM MARKETING & MANAGEMENT (AHTMM)

30 June – 4 July 2025,
University of the Algarve
Faro, Portugal

Monday, June 30th
1:00 PM – 6:30 PM **Registration**
1:30 PM -3:00 PM **Workshop (Room 1)** **Structural Equation Modeling (SEM)** **Professor Robin NUNKOO**
1:30 PM -3:00 PM **Workshop (Room 2)** **Netnography and consumer behavior in tourism** **Professor Serena LONARDI**
3:00 PM - 3:30 PM **Coffee break**
3:30 PM -5:00 PM **Workshop (Room 1)** **Experimental Research Design** **Professor Ali Selcuk CAN**
3:30 PM -5:00 PM **Workshop (Room 2)** **Grants and Funding Applications** **Professor Levent ALTINAY**
6:30 PM – 20:00 PM **Welcome reception**

Tuesday, July 1st

09:00 AM – 5:00 PM
Registration

10:00 AM – 10:30 AM **Opening ceremony**

10:30 AM – 11:15 AM **Keynote Speaker** **Preofessor Jafar JAFARI**

11:15 AM – 11:45 AM **Coffee break**

11:45 AM – 1:00 PM **Thematic Round Table - Tourism at a Crossroads: Balancing Growth and Sustainability in Portugal and Beyond**

1:00 PM – 2:00 PM
Lunch

2:00 PM -3:30 PM
Workshop
Exploring Quantitative vs. Qualitative Methods in Tourism Research
Professor Haiyan SONG and Professor Mimi LI

2:00 PM – 3:30 PM – Concurrent sessions

Tuesday, Room 1, 2:00 PM – 3:30 PM

Moderator:

Paper ID	Paper Title	Authors	Primary Subject Area
168	Revealing Psychological Drivers of Brand Identification in the Hotel Industry: Comparing Born-Masstige Hotels and Luxury Brand Extensions	Mehmet OZER Alper OZER Yuksel EKINCI Dogan GURSOY	Branding in tourism and hospitality

211	Reality show: a potential tool to promote Vietnam tourism	Giang TRUONG Phuong NGUYEN	Branding in tourism and hospitality
154	Reimagining destination branding for global talent acquisition: New perspectives from tech start-up talents	Bella VONGVISITSIN	Branding in tourism and hospitality
151	Estimating the risk of under- or over-estimation bias in visitor expenditure surveys	Ivan SEVER Zrinka MARUŠIĆ Miroslav VERBIČ	Methodological issues in tourism and hospitality
Tuesday, Room 2, 2:00 PM – 3:30 PM			
Moderator:			
Paper ID	**Paper Title**		**Primary Subject Area**
41	Recreating Heritage Through Product Design: Contrasting Artisans' and Designers' Perspectives	Raquel BRANCO Manuela GUERREIRO Ana Cláudia CAMPOS	Innovation and product development in tourism and hospitality
181	Unwrapping the antecedents of visitors' engagement to service robots: Exploring the moderating roles of perceived coolness, hedonic motivation and anthropomorphism on recommendation	Gülara ALKAÇIR Alper ÖZER Mehmet ÖZER	AI and service robots
183	Exploring the dynamics of community citizenship behaviour a transformative social marketing perspective on psychological ownership in rural tourism destination	Şenay SABAH Özge ARIKAN Irem BURAN	Community-based tourism
188	The role of coolness in the success of products and brands: a study on smart airbnb homes	Asena Erdem KURT Esra GENÇ Alper ÖZER	Consumer behavior in tourism and hospitality settings
3:30 PM – 4:00 PM Coffee break			
4:00 PM – 5:30 PM Concurrent sessions			

Tuesday, Room 1, 4:00pm-5:30pm			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
24	Digital transformation challenges of SME hotels in Türkiye	Onur OZTURK	Technological issues in tourism and hospitality
221	Credit Risk Evaluation for Tourism Businesses in the "Internet+" Era: A Dynamic Optimization Framework Based on Machine Learning	Yan LI Zixin YE Xiumei ZHAO Liyun WU Qiang FU	Technological issues in tourism and hospitality
173	Integrating explainable artificial intelligence into hotel revenue management systems	Ibrahim MOHAMMED	AI and service robots
324	Consumer Acceptance of service robots	Robin NUNKOO	AI and service robots
28	AI Hotel system solutions and the level of hotel operations integration	Henrique HENRIQUES	AI and service robots
Tuesday, Room 2, 4:00pm-5:30pm			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
37	Exploring “Left Undone” as a Factor in Revisit Motivations	Hiromi KAMATA Wataru UEHARA Seitaka YOSHIDA	Consumer behavior in tourism and hospitality settings

43	Factors that have spatio-temporal influences on the behavior of theater festival participants: Elicitations from customer journey mapping	Hiroaki KAWADA Naoki NOZU Tatsuya KAWAMURA	Consumer behavior in tourism and hospitality settings
67	Examining Net Promoter Score (NPS) for Visiting a Destination: A Study of Istanbul, Turkiye	Musa PINAR Muzaffer UYSAL Faruk GUDER Jiahui WANG	Consumer behavior in tourism and hospitality settings
114	Unlocking the magic of virtual travel: an analysis of electronic Word-of-Mouth	Liyong WANG Ismail SHAHEER	Consumer behavior in tourism and hospitality settings
Tuesday, <u>Room 3, 4:00pm-5:30pm</u>			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
13	The effect of social loafing perception on job burnout and occupational burnout: application on hotel employees	Şükran ÖKTEM Menekşe ÖZTOPRAK	Human resource issues in tourism and hospitality
31	Easing into the tourism workplace setting, a graduate experience of real work-life	Rosa-Anne NAUDÉ-POTGIETER Lisa WELTHAGEN	Human resource issues in tourism and hospitality
86	Exploring the Facilitators and Barriers to Employee Engagement in Sustainability within the Hotel Industry. Structured Extended Abstract	Shayesteh MOGHADAS Iain DAVIES Andrew DAVIS	Human resource issues in tourism and hospitality
132	Inclusive Events: The Path Forward for DEI in Turkey's Event Industry	Duygu SALMAN ÖZTÜRK Ezgi KAYVAR	Human resource issues in tourism and hospitality
Tuesday, <u>Room 4, 4:00pm-5:30pm</u>			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**

104	Engaging Rural Communities in Sustainable Wine Tourism Development	Elisabeth KASTENHOLZ Paulo DUARTE Maria João CARNEIRO Celeste EUSÉBIO	Community-based tourism
113	Peace Agenda, Guided Tours in Contested Heritage Space and the 'Other Side' Narrative	Alon GELBMAN	Community-based tourism
187	Urban green infrastructure and Bleisure travel	Judit ZOLTAN Lorenzo MASIERO	Consumer behavior in tourism and hospitality settings
162	Community-Based Involvement and Events	Michelle MILLAR	Community-based tourism

Wednesday, July 2nd

9:00 AM – 10:30 AM – Concurrent sessions

Wednesday, Room 1, 9:00 AM – 10:30 AM

Moderator:

Paper ID	Paper Title	Authors	Primary Subject Area
121	Empirical analysis of water savings interventions in hotel rooms	Bartolome DEYA TORTELLA	Sustainable tourism policy and planning
149	Sustainable destination management through digital transformation: the role of coopetition dynamics in a transnational structure	Serena LONARDI Alessia ZOPPELLETTO Umberto MARTINI	Sustainable tourism policy and planning
170	Tourist citizenship behavior through the lens of social sustainability	Ali CAN Cihan ALPHUN Muhammet KESGIN Muhammad WAQAS	Sustainable tourism policy and planning
192	The Impact of Awe Experiences on Metaverse Adoption in Tourism: Exploring the Mediating Role of Attitude Towards Metaverse	Mohita MAGGON	Sustainable tourism policy and planning

Wednesday, Room 2, 9:00 AM – 10:30 AM

Moderator:

Paper ID	Paper Title	Authors	Primary Subject Area
135	Individual and organizational outcomes of emotional labor choices under customer mistreatment	Jibin YU	Human resource issues in tourism and hospitality
137	Talented Hospitality Employee Wellbeing: Knowledge-Sharing and Team-Cohesion	Lenna SHULGA James BUSSER	Human resource issues in tourism and hospitality
179	Examining the relationship between hospitality organizational culture and diversity management in the hospitality and tourism sector	Diego SANTOS Elizabeth WADA	Human resource issues in tourism and hospitality
171	Employer Attractiveness in Hospitality: Insights from Employees in a Five-Star Hotel in Algarve, Portugal	Elisabete VEIGA Susana PESCADA Bernardete SEQUEIRA Manuela GUERREIRO	Human resource issues in tourism and hospitality

Wednesday, Room 3, 9:00 AM – 10:30 AM

Moderator:

Paper ID	Paper Title	Authors	Primary Subject Area
1	The Potential Consequences of Occupational Uncertainty in the Age of Artificial Intelligence	Mahlagha DARVISHMOTEVALI	AI and service robots
78	Can AI Technology Help Ease Loneliness among Older Adults in Continuing Care Retirement Communities?	Willie TAO Lindsay ZHOU	AI and service robots
34	How can Artificial Intelligence contribute to Sustainable Tourism?	Gozdegul BASER Evla MUTLU	AI and service robots
122	Unintended Prosocial Consequences of Robot Prevalence	Sungwoo CHOI	AI and service robots

Wednesday, Room 4, 9:00 AM – 10:30 AM

Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
62	Waves of Innovation: The Role of Sustainability in Driving Impact in the Blue Economy – A PLS-SEM Approach	Jennifer ELSTON	Sustainability
68	Natural Parks, Traditional Salt Pans, and the Quest for Sustainable Tourism	Jorge RAMOS	Sustainable tourism policy and planning
32	"Perceptions of Environmental Responsibility in Tourism Destinations: A segmentation approach"	Aline REZENDE Manuela GUERREIRO Luis PEREIRA	Sustainable tourism policy and planning
110	Responsible and sustainable tourism management through cultural festivals	Magda WIKESJO	Sustainable tourism policy and planning
10:30 AM – 11:00 AM **Coffee break**			
11:00 AM -12:30 PM **Editor Panel – Gatekeepers and Guides: The Role of Editors in Today's Publishing World and Recommendations for Publishing in Top Journals**			
12:30 PM – 01:30 PM **Lunch**			
1:30 PM – 2:15 PM **Speaker** **Christina CHI**			**Keynote Professor**
2:15 PM – 2:45 PM **Coffee break**			
2:45 PM – 4:15 PM – Concurrent sessions			
Wednesday, <u>Room 1, 2:45 PM – 4:15 PM</u>			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**

152	Investigating agritourism narratives through multi-methods qualitative research	Giulia GRILLINI Serena LONARDI Serena VOLO	Tourism, hospitality, and leisure marketing
155	Culture and stereotypes effects on destination image	Estela MARINE-ROIG Serena VOLO Serena LONARDI	Tourism, hospitality, and leisure marketing
163	The Effects of Virtual Reality on Tourist Experiences: A Systematic Literature Review	Sonia NAVARRO	Tourism, hospitality, and leisure marketing
184	Marketing Transformative Event Experiences: Archetypes and Imagery for Positive Change	Krzysztof CELUCH Barbara NEUHOFER	Tourism, hospitality, and leisure marketing
Wednesday, <u>Room 2, 2:45 PM – 4:15 PM</u>			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
219	How AI-LLMs Training Enhances Frontline Employee Job Satisfaction by Empowering Psychological Capital	Zhonghao WEN Guyang LIN Mimi LI	AI and service robots
212	A Cross-National Study on Artificial Intelligence-Enabled Personalization, Information Disclosure Behaviours and Satisfaction with Tourism Services	Sean CHUNG	AI and service robots
50	Leveraging AI in Co-Creation: Reducing Stress and Effort to Enhance Guest Satisfaction in the Hospitality Industry	Yaser AL-DHABYANI Erdal ARSLAN Nadjim MKEDDER	AI and service robots
202	Robots, Employees, and Customers: Navigating the Ethical Landscape of Service Automation in Hospitality and Tourism Industries	Nripendra P. RANA Nusaiba BEGUM	AI and service robots
Wednesday, <u>Room 3, 2:45 PM – 4:15 PM</u>			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**

140	Determinants of Financial Performance in Alentejo's Hotel Industry: The Role of Structure, Size, and Age	Susana PESCADA Fernando TEIXEIRA Leanik RAMOS Ana CANTARINHA	Hospitality finance
64	The impact of abrupt changes in tourism demand on earnings management practices in the hotel industry: Evidence from Portugal	Beatriz GONÇALVES	Hospitality finance
189	Trade fairs as drivers of tourism demand	Lorenzo MASIERO Andrea GUIZZARDI	Tourism economics; Tourism forecasting
165	On-Campus Hotels with Hospitality Programs in the US: From a mapped inventory to a performance analysis	Miguel BALTAZAR	Government intervention in tourism
Wednesday, <u>Room 4, 2:45 PM – 4:15 PM</u>			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
14	Problem gambler's changing gambling behaviour post COVID-19	Rosa NAUDE-POTGIETER	Gambling tourism
54	Co-Creation in Cultural Heritage Platforms: Insights from Content Creators in the CULTURATI Project	Eda GUREL Arzu İKINCI Levent ALTINAY Zaid ALRAWADIEH Mario ASCENCAO Robin LYBECK Claudio NIGRO	Cultural Heritage
33	Leveraging professional sports clubs and their infrastructure for sustainable tourism and hospitality development in a regional context	David PROCTOR	Sports Tourism (leverage)
42	What distinguishes wine interested visitors from non-wine interested visitors?	Maria João CARNEIRO Elisabeth KASTENHOLZ Celeste EUSÉBIO	rural tourism; wine tourism; community-support
Thursday, July 3rd			
9:00 AM – 10:30 AM – Concurrent sessions			

Thursday, Room 1, 9:00 am - 10:30 am			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
72	The effects of the regional regulations in the Balearic Islands on touristic accommodations: the case of PIAT	Elena CERDÁ-MANSILLA Guillermo CABANILLAS-JIMÉNEZ	Tourism economics; Tourism forecasting
26	Understanding Crowd Management Practices at Large Scale Events: A South African Perspective Abstract	Lisa WELTHAGEN	Future trends in tourism and hospitality marketing and management
107	Economic resilience in tourism: Evidence from COVID-19	Carina JESUS Luís Miguel SERRA COELHO Célia Maria QUITÉRIO RAMOS	Future trends in tourism and hospitality marketing and management
134	Holisticscape Framework and a Research Agenda for Enhancing Tourists' Holistic Health through Environmental Stimuli.	Cristina PEDRO Nélson DE MATOS Patrícia PINTO	Future trends in tourism and hospitality marketing and management
Thursday, Room 2, 9:00 am - 10:30 am			
Moderator:			
Paper ID	**Paper Title**		**Primary Subject Area**
123	Is Virtual Cycling an effective destination marketing tool?	Giacomo DEL CHIAPPA Marcello ATZENI Salamun RASHIDIN	Consumer behavior in tourism and hospitality settings
193	Echoes of Tomorrow: Anticipatory Nostalgia, Emotions, Revisit Intentions and Environmental Concern	Deniz KARAGÖZ	Consumer behavior in tourism and hospitality settings

61	Determinants of spectator consumption and the prominence of event attributes in behavioural intentions: insights from a non-mega sport tourism event	Rute MARTINS Duarte ANICETO Margarida MASCARENHAS	Consumer behavior in tourism and hospitality settings
147	From Van Travellers to Full-time Dwellers: The Lived Experiences of Vanlifers in the Algarve	Christina MUHS Dora AGAPITO Luis NOBRE PEREIRA	Consumer behavior in tourism and hospitality settings
Thursday, Room 3, 9:00 am - 10:30 am			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
70	Bridging Cultures in Service Recovery: Exploring AI-Driven Solutions across Borders	Kyuho LEE Melih MADANOGLU	AI and service robots
180	The Benefits of Service Robots in Travel Intention: Role of Perceived Service Quality in Customer Perceived Value	Gülara ALKAÇIR Alper OZER Mehmet OZER	AI and service robots
34	How can Artificial Intelligence contribute to Sustainable Tourism?	Gozdegul BASER Evla MUTLU	AI and service robots
130	Utilizing Sentiment and Word Cloud Analysis to Test the Effects of Experientialism Theory via 360-Degree Virtual Reality	Brian MIHALIK Jaron CONEY Linda MIHALIK	360-degree Virtual Reality
Thursday, Room 4, 9:00 am - 10:30 am			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
200	A comparative study of job insecurity: who suffers more?	Mahlagha DARVISHMOTEVALI	Human resource issues in tourism and hospitality

133	The Holisticscape factors among stakeholders of wellness spa tourism: an exploratory inquiry.	Cristina PEDRO Nélson DE MATOS Patrícia PINTO	Health and safety issues in tourism and hospitality; Health, medical, spa, and wellness tourism
79	A new typology of self-employed women in wellness tourism	Sameer HOSANY Endrit KROMIDHA Siripan DEESILATHAM Ed COTTAM	Health and safety issues in tourism and hospitality; Health, medical, spa, and wellness tourism
182	The Healing Power of Travel: Solo Female Travel and Post Traumatic Growth	Arzu TOKER Deniz KARAGÖZ	Tourism psychology
10:30 AM – 11:00 AM			**Coffee Break**
11:00 AM – 12:30 AM – Concurrent sessions			
Thursday, Room 1, 11:00 AM – 12:30 AM			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
51	'On the road again'; proposal for a typology of European motorhomers travelling in the Algarve (Portugal)	João Filipe MARQUES Teresa ANICA	Development of conceptual models
106	Tourism destination vulnerability: (de)constructing a “red list” approach.	Neil ORMEROD Kyriaki GLYPTOU	Development of conceptual models
156	The framework of tourism activities, well-being and behavioral desire	Youngsoo KIM	Development of conceptual models
216	Third Age lifestyle mobility: a systematic literature review and research agenda from the tourist/migrant perspective including a rural area deep dive	Joao REIS Elisabeth KASTENHOLZ	Development of conceptual models
Thursday, Room 2, 11:00 AM – 12:30 AM			
Moderator:			

Paper ID	Paper Title	Authors	Primary Subject Area
136	Sustainability Practices of the Hospitality Industry in City Destinations: Challenges, Opportunities And Strategies	Arzu TOKER Songül Çilem KAYA Deniz KALE	Sustainability in Hospitality
144	Environmental factors, managers' perceptions and innovation in tourism destination	Dioni ELCHE Ángela MARTÍNEZ-PÉREZ Pedro M. GARCÍA-VILAVERDE	Knowledge Innovation in Hospitality Marketing and Management
196	Authentication of tourist attractions: Using neuroscience methods for marketing research	Svetlana STEPCHENKOVA Andrei KIRILENKO Yeonseo JO	Knowledge Innovation in Hospitality Marketing and Management
71	Development and validation of a smart destination perception scale for tourists and residents (SDPS)	Elena CERDÁ-MANSILLA Natalia RUBIO Sara CAMPO	Knowledge Innovation in Hospitality Marketing and Management

Thursday, Room 3, 11:00 AM – 12:30 AM

Moderator:

Paper ID	Paper Title	Authors	Primary Subject Area
77	Personalizing Experiences: Implications of Smart Technologies for Customer Services in the Hotel Industry	Fatemeh BAGHERI Mojtaba JAVDAN Sarasadat MAKIAN Leila ZARE	Hospitality and tourism product development
145	Bridging perspectives: a multistakeholder approach to destinationscape	Ana BENDER Manuela GUERREIRO Dora AGAPITO Luís NOBRE PEREIRA	Hospitality and tourism product development
194	Gastronomic adventures: An auto-ethnography of memorable gastronomy tourism in northeastern Thailand	Sunanthee KANCHANAWAT Vincent TUNG	Food tourism and food tourism marketing

197	Towards a better understanding of negative memorable food, drink, and culinary tourism experiences	Matthew J. STONE Erose STHAPIT	Food tourism and food tourism marketing
Thursday, Room 4, 11:00 AM – 12:30 AM			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
210	Tourism Promotion Through Travel Influencers: A Content Analysis of Their Communication in Social Media	Miguel Angel SÁNCHEZ JIMÉNEZ	Tourism, hospitality, and leisure marketing
60	Factors shaping spectators' consumption patterns: controversial arisings from an international sport tourism event	Margarida MASCARENHAS Henrique VIEIRA Rute MARTINS	Tourism, hospitality, and leisure marketing
45	Factors affecting Gen Z visit intentions of urban tourist destinations in Zimbabwe	Ngoni SHERENI Hazel Sandisiwe MASUKU	Tourism, hospitality, and leisure marketing
143	On the back of the bike: exploring the experience of the motorbike tour in Ho Chi Minh City, Vietnam	Thi Mai NGUYEN Li-Ju CHEN	Consumer behavior in tourism and hospitality settings
12:30 PM – 1:30 PM Lunch			
1:30 PM – 2:15 PM Speaker			**Keynote Preofessor Scott COHEN**
2:15 PM – 2:45 PM break			**Coffee**
2:45 PM – 4:15 PM – Concurrent sessions			
Thursday, <u>Room 1, 2:45 PM – 4:15 PM</u>			

Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
47	Traveller Needs and Motivations in Shaping Virtual Reality Experiences in Nature Tourism	Elina MOREIRA KARES Jouko LOIJAS Sanni AROMAA	Innovation and product development in tourism and hospitality
83	Supporting Local Restaurants in Transitioning Towards Environmentally Sustainable Operations	Adam JONES Tim LAING Francisca FARACHE Julian RIANO Ivanka MAJIC	Innovation and product development in tourism and hospitality
56	How do social networks influence performance in mobilizing factors that foster innovation?	Andréa VALENTIN	Innovation and product development in tourism and hospitality
92	Champing – an innovative unique niche sustainable tourism product.	Adam JONES Francisca FARACHE	Hospitality and tourism product development
Thursday, <u>Room 2, 2:45 PM – 4:15 PM</u>			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
17	How Families with Children with Disabilities Overcome Travel Constraints: Insights from User-Generated Content	Celeste EUSÉBIO Maria João CARNEIRO Filipa BRANDÃO Elisabeth KASTENHOLZ	Emerging markets
22	The Influence of Collectivist and Power Distance Cultures on Leadership Style and Employees' Organisational Commitment: The Case of Small Hospitality Enterprises in Kenya.	Michael EVANS Colin JOHNSON Sam IKWAYE	Case studies on successful hospitality marketing programs
229	Immersive Technologies in Tourism and Hospitality Education: Exploring Cross-Disciplinary Insights Through Bibliometric Analysis	Mehmet Altug SAHIN Rui Augusto DA COSTA	Tourism and hospitality education

89	Slum Tourism Influencers: Now you see it, now you don't	Adalberto FERNANDES	Slum Tourism
Thursday, Room 3, 2:45 PM – 4:15 PM			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
213	An Empirical Study of Food Waste Management in the Hospitality Industry: Evidence from two Developing Countries.	Ashika D KALUBADANAGE Adesola OSINAIKE Delly CHATIBURA	Sustainable tourism policy and planning
224	Integrating Ecological Footprint and Tourist Journey: A Conceptual Model for Comprehensive Sustainability Assessment in Italian Destinations	Elena DI RACO Fabiola SFODERA	Sustainable tourism policy and planning
127	Integrating Human-Centred Approaches in Geotourism Development: The Aspiring Geopark Algarvensis Case Study	Ana Rita CRUZ Manuela GUERREIRO Patrícia PINTO Bernardete SEQUEIRA Cláudia HENRIQUES Raquel BRANCO Sofia SOEIRO	Sustainable tourism policy and planning
66	Development and validation of the new Resident Empowerment through Tourism Scale: RETS 2.0	Edson Redy DOS SANTOS Luis Nobre PERIRA Patricia PINTO Bynum BOLEY	Sustainable tourism policy and planning
2:45 PM – 4:15 PM – Concurrent sessions Online Presentations			
Thursday, Online session 1, 2:45 PM – 4:15 PM			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
59	Who are Willing to Accept Unmanned Smart Hotels with Premium Quality? A Study based on Relationship between Personality Types and Factors of Society and Environment	Wende CHEN Biyu HUANG YiSen CHEN	Innovation and product development in tourism and hospitality

69	The importance of AI in the development of health tourism destinations	Paweł STELMACH Magdalena GÓRSKA Paweł RĄPAŁA Mikołaj SEITZ Beata BARGIEL Sylwia NEJMAN	Health and safety issues in tourism and hospitality; Health, medical, spa, and wellness tourism
141	The Perception of the Tourism and Hotel Business Sector on the Skills of Graduates of the Escola de Hotelaria e Turismo do Algarve	Paula VICENTE Sílvia REBOUÇAS Miguel PORTUGAL	Tourism and hospitality education
142	ESG Framework for Sustainable Tourism Businesses: A Case of Large Hotels in Jamaica	Gaunette SINCLAIR-MARAGH	Future trends in tourism and hospitality marketing and management
217	How and when does prosocial motivation explicate coworker-directed prosocial behaviour: A study in Indian hotels?	Niharika GAAN	Human resource issues in tourism and hospitality
Thursday, Online session 2, 2:45 PM – 4:15 PM			
Moderator:			
Paper ID	**Paper Title**	**Authors**	**Primary Subject Area**
185	Exploration of Happiness Enterprise Attributes in the Restaurant Industry: An Importance-Performance Analysis	Kay CHU Eric Weichun LI	Human resource issues in tourism and hospitality
223	Mapping the Ecotourism Potential of the Binh-Tri-Thien Region, Vietnam: A GIS-Based Multi-Criteria Approach	Toai LE ANH	Community-based tourism
25	Exploring the Niger Delta Beyond Oil: Experiencing Authentic Indigenous Heritage and Nature Tourism	Chikezie OSUAGWU	Community-based tourism
226	Tourist accommodations sector in the face of crisis. GIS approach as the lessons from the health tourism destinations in Poland.	Łukasz QUIRINI-POPŁAWSKI Marek WIĘCKOWSKI Marcin SEMCZUK	Health and safety issues in tourism and hospitality; Health, medical, spa, and wellness tourism
65	How do hotels and guests contribute to value co-creation? Lessons learned from the Algarve region, South Portugal.	Jinous SADIGHHA Patrícia PINTO Manuela GUERREIRO Ana Cláudia CAMPOS	Consumer behavior in tourism and hospitality settings

157	Understanding responsible travellers' engagement with a smart, crowdsourced platform: a UTAUT2 application	Amit BHATIA Dora AGAPITO Celia RAMOS	Technological issues in tourism and hospitality
6:00 PM – 9:00 PM **Gala Dinner**			
Friday, July 4th			
Geoparque Algarvensis Tour **Departure from Faro: 08:20 AM - Return to Faro: 01:15 PM**			

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