| CONCURRENT SESSION 1: TUESDAY 9 FEBRUARY 14:00 - 15:00 (AEDT) | | | | | | | |
|---|--|---|-----------|-----------------|-------------------|--|--|
| | THEME | PAPER | PRESENTER | | | | |
| | Destination | Destination Australia: To Study Or Not To Study? | Miss | Juan | Yang | | |
| 1A | Management, | Transformations Of Capoeira Through Travel | Dr. | Denis | Tolkach | | |
| 171 | Development and Policy | How A Hierarchical Governance Structure Impairs Sustainable Destination Development: A Context Of Red Tourism In China. | Prof. | Hanqin | Qiu | | |
| | Destination | How 'Smart' Is Destination Planning In Australia? A Content Analysis Of Smart Tourism Concepts In Victoria's Regional Destination Management Plans | Miss | Olivia | Salsbery | | |
| 1B | Management, Development and Policy | How Do Host-Children In A Developing Country Perceive Tourism Impacts On Their Quality Of Life | Ms. | Mona Ji Hyun | Yang | | |
| | and roney | Destination Management For Sustainability | Dr | Julia N. | Albrecht | | |
| | Tourism Geographies & Tourism Economics | Demographical Change And Future Of Tourism: Preliminary Findings Regarding The Tourist Experiences Of Generation Z | Prof. | Semra | Günay Aktaş | | |
| 1C | | International Tourism And Infectious Disease Transmission Nexus: A Cross-Country Study | Dr. | Maneka | Jayasinghe | | |
| | | Identifying Visitors' Travel Patterns From Social Media Posts | Ms | Jinyan | Chen | | |
| | Critical | "I Don't Have Money To Pay Rent" But "I Feel Free": How Migrant Food Delivery Workers Use Agency To Overcome Precarity In The 'Gig' Economy | Mr. | Tyler | Riordan | | |
| 1D | Approaches | Bounded Hospitality | Dr. | Erwin | Losekoot | | |
| | | A Systematic Review Of 'Indigenous' And 'Indigenous Tourism' | Dr. | Jianhong | Zhou | | |
| | | The Role Of Work Values And Career Management On Perceived Employability In Tertiary Education | Dr. | Bruce | Tsui | | |
| 1E | Education and training | The Relationship Between Graduate Attributes, Academic Achievement And Internship Performance In Tourism, Hospitality And Event Management Education. | Dr. | John | Haw | | |
| | | Selecting An Action Research Project, Desirability Versus Practicability | Dr. | Jordi | Datzira- Masip | | |
| 1F | | Internet Of Things And Memorable Experiences In The Hotel Industry | Ms. | Cecilia | Bartaloni | | |

| CONCURRENT SESSION 1: TUESDAY 9 FEBRUARY 14:00 - 15:00 (AEDT) | | | | | | | |
|---|----------------------------------|--|-----------|-------------|------------|--|--|
| | THEME | PAPER | PRESENTER | | | | |
| | Information & | Australian Tourism Operators: What Are They Up To On Social Media? | Dr. | Elena | Konovalov | | |
| | Communication Technologies | Promoting Tourist Dispersal Through Gamification: Using A Gamified App To Track And Motivate Tourist Movement. | Ms. | Martha | Wells | | |
| | Tourism | Towards A Holistic Servicescape: Physical, Social, And E-Servicescape On Consumer Behavioral Intention In Ethnic Restaurants. | Dr. | Nadia Hanin | Nazlan | | |
| 1G | Marketing/ Consumer | Chinese Family Dynamics Within RV Drive Tourism In Western Country: A Conceptualization Of Cultural Difference | Miss. | YE | Dong | | |
| | Behaviour | Linking Tourist Motivation, Experience, And Altruism To Responsible Tourism Awareness | Mrs. | Heri | Setiyorini | | |
| | Events, Festivals and MICE | A Conceptualisation Of Creating Memorable Experiences Of Cultural Major Event In Thailand | Dr. | Supawat | Meeprom | | |
| 1H | | Implementation Of Green Event Strategies: Knowledge Transfer In Temporary Organisations | Miss | Xiangru | QIN | | |
| | | How Dare You Cancel Pride?!: Lessons From The Cancellation Of The Wagga Wagga Mardi Gras | Dr. | Clifford | Lewis | | |
| | | Contrasting Appreciation Of The Tasmanian Wilderness: Mediating The Chinese Visitor Experience From A Cultural Complexity Approach | Dr. | Yue | Ма | | |
| 11 | Experiences | COVID-19 - Mass Gathering Events And Attendee Safety Protocol For Turbulent Times | Prof. | Alison | Hutton | | |
| | | Beautiful Ugliness & Ugly Beauty: Developing A Typology Aesthetic Experiences In Tourism | Ms. | Hakimeh | Nasiri | | |
| | 5.1.6 | Post-Pandemic Revisit Intention To Japan: How Trust In Risk Regulation Navigates Travel Constraints Of Chinese Tourists | Mr. | Тао | Sun | | |
| 1J | Risk, Crisis and Recovery | Crisis Induced Marketing-Mix Innovation: The Case Of The Foodservice Industry | Miss | Zhiyu | Xia | | |
| | Necovery | Still The Festival State? Future Intentions Of South Australians To Engage In Events Amidst COVID-19 Restriction Easing | Dr. | Eliza | Kitchen | | |

| CONCURRENT SESSION 2: TUESDAY 9 FEBRUARY 15:00 - 16:00 (AEDT) | | | | | | | |
|---|--|---|----------------|--------------------|----------------------|--|--|
| | THEME | PAPER | PRESENTER | | | | |
| | Destination | Surviving Multiple Shocks: Vulnerabilities And Resilience Of Tourism SMEs In Victoria, Australia | Dr. | Ancy | Gamage | | |
| 2A | Management, Development | Challenges Associated With International Travel Bubbles/Corridors During The COVID-19 Pandemic Crisis Of 2020 | Dr | David | Beirman | | |
| | and Policy | Attracting Tourists To Iceland: A Comparative Analysis Of Two Source Markets - China And USA | Mr. | Hongbo | Zhang | | |
| | Destination | The Importance Of Multi-Level Connections For Tourism Destination Resilience | Dr. | Gabrielle | Lindsay-smith | | |
| 2B | Management, | Transformative Roles In A Tourism Living System | Ms. | Loretta | Bellato | | |
| | Development and Policy | Future Of Sport Tourism Functional Collaboration: A Relational View | Mr. | Md Ruhul Amin | Mollah | | |
| | Tourism Geographies & Tourism Economics | An Analysis On The Roles Of Religious Guides – Japanese Shugendō As Case Study | Dr. | Ricardo Nicolas | Progano | | |
| 2C | | The Tourist Wall: The Case Of China Visitors In Malaysia | Mr. | Fei | Long | | |
| | | Visualisation Of Major Markets' Contributions To The Economic Recovery Of Tourism After The COVID-19 Pandemic: Mapping Tourism Expenditure Between 2009-2019 In New Zealand | Mr. | Xiaobin | Hua | | |
| 2D | Case Study Presentation and | Sustainable Tourism And Public Opinion: Examining The Language Surrounding The Closure Of Uluru To Climbers | Ms | Bridget | Tombelson | | |
| 20 | Workshop | A Day In The Life Of Guest Experience Stagers: The Saffire Freycinet Experience | Ms | Anita | Manfreda | | |
| | | Rebuilding Student Confidence In Tourism, Hospitality And Events Post-COVID-19 | Assoc Prof. | Leonie | Lockstone- Binney | | |
| 2E | Education and Training | Thriving In Uncertain Worlds: The Mediating Role Of Psychological Safety In Hospitality And Tourism Students' Online Learning Outcomes | Dr. | Marcela | Fang | | |
| | | Towards A 5D Model Of Learning And Teaching In Tourism And Hospitality Education. | Dr. | Ioannis S. | Pantelidis | | |

| | Entrepreneurship and Innovation | Restoring The Old Or Building The New Directions In Tourism Family Business | Dr. | Martina | Harc |
|----|---------------------------------|---|-------|-----------------|--------------|
| 2F | | The Interactions Of Lifestyles And Entrepreneurship – New Horizons For Tourism Destinations | Mr. | Hannes | Thees |
| | | Digital Business Ecosystems And Knowledge Transfer - The Destination Berlin | Mr. | Hannes | Thees |
| | Tourism | Emotional Contagion In Group Tourism Experiences: Preliminary Findings Of Item Generation | Ms. | Van Thi Bich | Luu |
| 2G | Marketing/ Consumer | Predicting Frequent Flyer Programs Choice: An Application Of Multinomial Logit Model | Ms. | Olivia | Su |
| | Behaviour | Destination Branding: Public Management Perspective For Co-Created Development | Ms. | Alberte | Toettenborg |
| | Events, Festivals and MICE | Exploring Human Transformation In Festival Experiences: The Case Of Burning Man | Dr. | Barbara | Neuhofer |
| 2H | | Reset And Refocus: The Changing Landscape Of Events | Dr. | Effie | Steriopoulos |
| | | Queen Bees, Stereotypes, Leadership, And Gender Dichotomy. Will The Post-Pandemic Festival Environment Be Ready For A Transformation? | Ms | Benedetta | Piccio |
| | | The Role Of Luxury Hospitality Employees | Dr. | Tracy | Harkison |
| 21 | Experiences | Slow And Spatial: The Oznomadic Lifestyle | Dr | Simone | Grabowski |
| | Е Арополосо | The Role Of Visitor's Resilience In Understanding Tourism Resilience: A Conceptual Framework | Ms. | Dwi | Sugiharti |
| | D. I. O | Assessing The Vulnerability Of Tourism In Caribbean Small Islands – A Review Of COVID-19 Impacts On Antigua And Barbuda | Dr. | Therez | Walker |
| 2J | Risk, Crisis and Recovery | The Role That Vaccines May Play In Reigniting Global Tourism | Prof. | Bruce | Prideaux |
| | Necovery | Small-Scale Restaurants Resilience In The Time Of Coronavirus Disease (COVID-19) Pandemic | Dr. | Hafez | Mansour |

| | CONCURRENT SESSION 3: WEDNESDAY 10 FEBRUARY 14:00 - 15:00 (AEDT) | | | | | | | |
|----|--|---|-----------|--------------------|--------------|--|--|--|
| | THEME | PAPER | PRESENTER | | | | | |
| | Destination | Network Coopetition For Sustainable Tourism Development | Mrs. | Thi Quynh Trang | Nguyen | | | |
| 3A | Management, Development and | Community-Related Factors Influencing 'Investment-Readiness' Of Local Government Areas In Regional Australia | Dr. | Alexandra | Law | | | |
| | Policy | Construct International Traditional Chinese Medical Tourism Destination In Post COVID-19 Era: A Case Study Of Beijing-Tianjin-Hebei Region | Dr. | Тао | Xue | | | |
| | Destination | Tourism As A Vehicle Of Reconciliation In 'Post-Conflict' Bangladesh: Indigenous Community Perspectives On Tourism Development In The Chittagong Hill Tracts | Dr. | Gareth | Butler | | | |
| 3B | Management, Development and Policy | The Determinants Of Tourism In Central Asia: A Gravity Model Applied Approach | Mr. | Khusen | Ibragimov | | | |
| | | A Realist Approach To Assessing Pro-Poor Benefits From Tourism In The Solomon Islands | Mrs. | Sarah Jane | Warne | | | |
| | Tourism | The Double-Edged Sword Of Wine Tourism: The Economic And Environmental Impacts Of Wine Tourism In Australia | Dr. | Ya-yen | Sun | | | |
| 3C | Geographies & | Main Models Of International Medical Tourism | Miss | Anush | Minasyan | | | |
| | Tourism Economics | The Effect Of COVID-19 Risk Perception On Tourists' Travel Intention To A Mega- Sport Event Host Country: The 2020 Tokyo Olympic Games And The Tourists From A Neighbouring Country | Ms. | Sung In | Choi | | | |
| | | Lifestyle-Oriented And Business-Oriented Motivations For Agritourism Businesses: A Fimix-Pls Analysis | Dr. | Fabio | Cassia | | | |
| 3D | Entrepreneurship and Innovation | Innovation In Community-Model Destinations After COVID-19: First Empirical Insights | Ms. | Sarah | Eichelberger | | | |
| | | Giving Voices To The Professional Tour Guides: Perspectives Of Their Social Identity. | Ms | Birgitta | March | | | |
| 3E | Education and Training | Employability 2021: Career Perceptions Of Graduating Hospitality Management Students Amid The COVID-19 Crisis | Miss | Rachel | Perkins | | | |

| CONCURRENT SESSION 3: WEDNESDAY 10 FEBRUARY 14:00 - 15:00 (AEDT) | | | | | | | |
|--|--|--|----------------|-----------|-----------|--|--|
| | THEME | PAPER | PRESENTER | | | | |
| | | Hospitality Through The Screen – Investigating Online Teaching Experiences Of Hospitality Educators | | Anita | Manfreda | | |
| | | Thinking Outside The [Escape] Box: Using Game-Based Learning To Test And Reinforce Students' Learning | Miss. | Isabella | Ye | | |
| | | Examining Host-Tourist Relationships In Research-Related Tourism | Mr. | Alexander | Trupp | | |
| 3F | Special Interest Tourism | Queensland's First Nations Tourism Plan: Setting A Framework For A Sustainable First Nations Tourism Sector | Prof. | Lisa | Ruhanen | | |
| | | Healthcare Education Tourism: An Exploratory Study Of Student And Graduate Occupational Therapists In New Zealand | Dr. | Émilie | Crossley | | |
| | Tourism Marketing/ Consumer Behaviour | Segmentation By Motivation On Dark Immersive Theatre Experiences | Mr. | Miguel | Belo | | |
| 3G | | Creating Tourism Marketing Strategies Through GIS: A Roadmap From Conceptual Framework To Implementation | Mrs. | Sema | Ekincek | | |
| | | I Like Your Travel Vlog: Delineating Viewers' Consumption And Production | Mr. | Ding | Xu | | |
| | | Social Licence And Tourism Spatialities | Prof. | Joseph | Cheer | | |
| | Ethios Justice | Between A Rock And A Hard Place: Tourism And Contested Sites | Assoc Prof. | Tamara | Young | | |
| 3H | Ethics, Justice and Sustainability | Environmentally Extended Input-Output Analysis – A Simple, User-Friendly Approach For Tourism Managers To Assess The Carbon Emissions Of Their Suppliers | Mrs. | Csilla | Demeter | | |
| 31 | Service Operations | Exploring The Effect Of Atmospherics On Place Attachment In A Theme Restaurant Using PLS Path Modelling | Dr. | Samaneh | Soleimani | | |
| | Management | The Service Model Of Futuristic Restaurants | Miss | Jingwen | Huang | | |

| | CONCURRENT SESSION 3: WEDNESDAY 10 FEBRUARY 14:00 - 15:00 (AEDT) | | | | | | | |
|-------|--|---|-----------|---------|-----------|--|--|--|
| THEME | | PAPER | PRESENTER | | | | | |
| | Lessons Learned: Applying Constructivist Grounded Theory To Explore Robotic Customer Service In Hotels | | Mr. | Stephen | Rodwell | | | |
| | Risk, Crisis and Recovery | Developing Disaster Resilience From A Processual Dynamic View | Ms. | Yawei | Jiang | | | |
| 3J | | COVID-19 Impacts On Recreational Tourism In EU Countries | Prof. | Kerstin | Bremser | | | |
| | | The Influence Of Self-Positivity Bias On Tourists' Risk-Perceptions And Risk-Reduction Strategies | Dr. | Hafidh | Al Riyami | | | |

| ePOSTER SESSION WEDNESDAY 10 FEBRUARY 15:00 -16:00 (AEDT) | | | | | | | |
|--|----------------|----------|-----------------------|--|--|--|--|
| PAPER | | PRESENT | ER | THEME | | | |
| Domestic Tourism Development And Regional Settlement Regeneration | Prof. | Harvey | Perkins | Tourism Geographies & Tourism Economics | | | |
| Regional Small-Town Experiences Of Accommodation-Sharing: Disruptive, Rational, Or Anodyne? | Assoc Prof. | Malcolm | Campbell | Tourism Geographies & Tourism Economics | | | |
| Frontline Professionals' Knowledge And Awareness Of Biosecurity Risks In Nature-Based Tourism And Outdoor Recreation | Dr. | Mike | Mackay | Special Interest Tourism | | | |
| Danish Destination Management Organisations' Response To COVID-19: An Overview | Mrs. | Maria | Larsen- Zarchenova | Destination Management, Development And Policy | | | |
| Research On The Influence Of Cognition Of China's Covid-19 Prevention Performance Of International Students In China On VFR's Willingness To Visit China | Miss | Xiaolei | Liu | Destination Management, Development And Policy | | | |
| An Informal Conversation With Three Hospitality Postgraduate Students | Mr | Stephen | Mears | Critical Approaches | | | |
| The Relationship Between Internal Communication And Team Performance In Event Management At Australian Hotels | Mrs. | Irina | Pavlyuk | Events, Festivals And MICE | | | |
| Design Thinking & Subject Review – Reflection On The Applications Of Design Thinking In Hospitality Education | Mr. | Antoine | Bisson | Education And Training | | | |
| What Can Employees Earn From Ocb Engagement—The Impact Of OCB On Employee QWL | Miss | Danni | Wang | Human Resource Management | | | |
| Ai-Enabled Data Innovation And Value Creation In Customer-Centric Firm Communities | Ms. | Daisy K. | Li | Entrepreneurship And Innovation | | | |
| Advancing Tourism Research On Eco-Guilt | Dr. | Émilie | Crossley | Critical Approaches | | | |
| If COVID-19 Doesn't Kill You, Uber Eats Will: Hospitality Entrepreneurs' Views On Food Aggregators. | Dr. | Erwin | Losekoot | Tourism Marketing/ Consumer Behaviour | | | |

| ePOSTER SESSION WEDNESDAY 10 FEBRUARY 15:00 -16:00 (AEDT) | | | | | | | |
|---|-----------|----------|---------------------|---|--|--|--|
| PAPER | PRESENTER | | | THEME | | | |
| The Role Of Tourism Education And Its Impact On Student Wellbeing During 'COVID-Pause' | Dr. | Yue | Ма | Well-Being | | | |
| Can Frontline Hospitality Employees Handle The Pressure? | Señora. | S. Elisa | Rescalvo- Martín | Human Resource Management | | | |
| Interpreting Landscapes And Landscape Interpretation: Insights From Chinese Visitors' Encounters With Uluru | Miss. | Isabella | Ye | Tourism Geographies & Tourism Economics | | | |
| Segmenting China's LGBT Tourism: Travel Motivation And Destination Choice | Mr. | Hongbo | Zhang | Critical Approaches | | | |
| Self-Revealing Or Hypocritical: Investigating The Impact Of Tour Guides' Emotional Labour On Tourist Engagement Behaviour | Ms. | Lily | Li | | | | |

| CONCURRENT SESSION 4: THURSDAY 11 FEBRUARY 14:00 - 15:00 (AEDT) | | | | | | | |
|---|--|---|---------|--------------------|----------------------|--|--|
| | THEME | PAPER | | PRESENT | ER | | |
| | Destination | "Wow, This Photo Is Moving!" How Animated Visuals Play A Role In Attention Attraction — An Eye Tracking Study | Ms. | Li | Huahua | | |
| 4A | Management, Development And Policy | Analysis Of The Development Model Of Inbound And Outbound Medical Tourism In China | Ms. | Yingying | Du | | |
| | And Folicy | Airports As Windows To A Destination | Mr | Paresh | Pant | | |
| | On a sint | Exploring Impacts Of Vanishing Glaciers On Pro-Environmental Behaviour Intentions: Quantitative Approach Regarding Emotional Influences | Mr. | Emmanuel | Salim | | |
| 4B | Special Interest Tourism | Volunteer Tourism Advisors In Chinese Volunteer Sending Organisations: A Role Identity Perspective | Mr. | Guoyang | Chen | | |
| | | An Outline Of A Potential Consumer Education Programme To Promote New Zealand Organic Wines | Dr. | Nelleke | Bak | | |
| | Tourism Geographies & Tourism Economics | On The Road: Chinese Visitors Self-Drive Tour And Optimizing The Drive Experience | Miss | Xiaoxuan | Chen | | |
| 4C | | Modelling Factors Affecting Religious Tourism Flows To Saudi Arabia | Mrs. | Eman | Alanzi | | |
| | | Resisting Marginalisation In Regional Australia Through LGBTQI+ Events | Dr. | Oscar | Vorobjovas- Pinta | | |
| | | Top Management Team's Perception Of Gender Equality Initiatives In Tourism Organisations | Ms. | Jess Sanggyeong | Je | | |
| 4D | Human Resource Management | Does Paradoxical Leadership Improve Employee's Intention To Go The Extra Mile In The Hospitality Industry? | Señora. | S. Elisa | Rescalvo- Martín | | |
| | | How Does Human Capital Investment Impact Employee Productivity? The Case For The New Zealand Hotel Industry. | Mrs. | Dela | Otinpong | | |
| 4E | Education And | What Shapes The Development Of Hospitality Higher Education At University Level? - A Suggestion For A Theoretical Framework | Miss | Trang | Ngo | | |
| 4 C | Training | Getting Deeper In Experiential Learning: A Phenomenological Study On Tour Guiding Students | Mrs. | Burcu | Kaya-Sayarı | | |

| CONCURRENT SESSION 4: THURSDAY 11 FEBRUARY 14:00 - 15:00 (AEDT) | | | | | | | |
|---|--|--|-----------|--------------|---------------|--|--|
| | THEME | PAPER | PRESENTER | | | | |
| | | Supporting Tourism Students Through COVID-19 Career Shock | Dr. | Ina | Reichenberger | | |
| | Tourism | Mobile Marketing Effects On Customer Restaurant Selection In Saudi Arabia | Mr. | Mshari | Aljabr | | |
| 4F | Marketing/ Consumer | An Integrated Framework Of Various Place-Related Concepts To Understand People-Place Relationship In Nature-Based Settings | Mr. | Hoai Nam | Dang | | |
| | Behaviour | Understanding Tourists' Responses To Misbehaviours Committed By Compatriot Tourists | Miss | Wanting | Sun | | |
| | Tourism | Exploring Pre Covid-19 Expectations Of Impact In Volunteer Tourism: A Lesson For The Future | Dr. | Samantha | Murdy | | |
| 4G | Marketing/ Consumer Behaviour | Resident Behavioural Support For Cruise Tourism: A Case Study Of Ho Chi Minh City, Vietnam | Ms. | Tien | Ма | | |
| | | The Role Of Habit In Tourist Behaviour | Miss | Sarah | Macinnes | | |
| | Ethics, Justice And Sustainability | Influence Of Stakeholders On Environmental Sustainability | Dr. | Ajay | Khatter | | |
| 4H | | A Search For Commonality Among Sustainable Tourism Indicators | Mr. | Cameron | Balch | | |
| | | How Much Do Hotel Guests Really Value Non-Core Hotel Services That Burden The Environment? | Mrs. | Dorine | Von Briel | | |
| | | R U Ok? An Exploration Of Young People's Well-Being As A Result Of Event Attendance | Dr. | Insun Sunny | Son | | |
| 41 | Well-Being | Couple Vacations: A Critical Need For Connection Experiences During Social Distancing | Dr | Мојі | Shahvali | | |
| | | Priming Environmental Self-Identity To Trigger Tourist Pro-Environmental Behaviour | Mr. | Mao-Tang | Lin | | |
| | | Lux In Tenebris: Content Analysis Of Covid-19 Research | Dr. | Andrei O. J. | Kwok | | |
| 4J | Risk, Crisis And Recovery | "Infected?" – Risk Perceptions On Destination Image In Times Of Infectious Disease Outbreak | Miss | Yi Xuan | Ong | | |
| | Alia Necovery | The Role Of Online Travel Companions On Destination Choice Under Perceiving Risk | Ms. | JIA | GENG | | |