

Presentation Schedule(Tentative)

Concurrent Session 1

May16(Fri) 15:20~16:20

1.1 Sustainable Tourism and Environmental Responsibility(Building 3, Room 3301A)

THE SUSTAINABLE TURN OF HOTELS AS A SERVICE HUB WITHIN LOCAL COMMUNITIES	Vanessa Borkmann (Fraunhofer Institute for Industrial Engineering IAO)
HEALTH TOURISM KNOWLEDGE AND AWARENESS LEVEL OF EMERGENCY HEALTHCARE STAFF	Faruk Tumen (Karabuk University); Seza Zerman (Karabuk University); Umut Kadir Oguz (Karabuk University); Selma Yavuz (Karabuk University)
TOWARDS SUSTAINABLE TOURISM: WHAT MAKES EMPLOYEES CONTINUE TO ENGAGE?	Kexin Yuan (Colorado State University)
BEYOND PROFIT: EXAMINING THE IMPACT OF PRODUCT MARGIN AND FIRM SIZE ON GREEN BURGER OFFERINGS IN SWEDEN	Ivar Padrón-Hernández (Hitotsubashi University); Yoshikatsu Shinozawa (Hitotsubashi University)

1.2 Tourism Marketing and Consumer Behavior (Building 3, Room 3301B)

CONCEPTUALISING EMPLOYEES' HEALTHY INSTITUTIONAL DINING EXPERIENCES IN CHINA	Fiona Chi (Technological and Higher Education Institute of Hong Kong); Monica Wai-Chun Choy (Technological and Higher Education Institute of Hong Kong); Vicky Leung (Technological and Higher Education Institute of Hong Kong); Vanessa Li (Technological and Higher Education Institute of Hong Kong); Jim Luki (Technological and Higher Education Institute of Hong Kong); Paul Wai-Kei Tsang (Technological and Higher Education Institute of Hong Kong); Teresa Yang (Esquel Group)
EXPANDING SERVQUAL: CULTURAL AUTHENTICITY IN BEIJING COURTYARD HOUSE B&Bs	Zixuan Pang (City University of Macau); Wai Ching Wilson Au (City University of Macau); Fiona Chi (Technological and Higher Education Institute of Hong Kong); Pearl M.C. Lin (Hong Kong Polytechnic University)
RESEARCH ON THE IMPACT OF TOURISM DESTINATION CO-CREATION EXPERIENCE ON TOURISTS' SATISFACTION AND LOYALTY IN USER-GENERATED CONTENT ENGAGEMENT PLATFORM	Wen Bao (Lanzhou Vocational Technical College); Pinglu Zhou (Lanzhou University); Abukhalifeh Alaa Nimer

1.3 AI, Technology, and Innovation in Tourism (Building 3, Room 3302A)

UNLOCKING HOTEL SUCCESS: THE SYNERGISTIC IMPACT OF INFORMATION TECHNOLOGY AND HUMAN CAPITAL IN THE U.S. HOSPITALITY INDUSTRY	Yoo Ri Kim (University of Central Florida); Agnes DeFranco (University of Houston); Jaewan Heo (University of Central Florida); Nan Hua (University of Central Florida); Xinyuan Zhao (Macau University of Science and Technology)
OVERTOURISM IN KYOTO: EXAMINING HIGH DENSITY TOURIST ZONES THROUGH BIG DATA ANALYTICS	N.W.T. Dilshan (Toyo University)
DEMOGRAPHIC DIFFERENCES IN SERVICE ROBOT ADOPTION: A STUDY OF HOTEL GUESTS' INTENTIONS	Ahmet Bulent Ozturk (University of Central Florida)

1.4 Hospitality management and Leadership (Building 3, Room 3302B)

THE IMPACT OF SENIOR MANAGERS' LEADERSHIP STYLE ON FRONTLINE EMPLOYEES' PERCEIVED EMPOWERMENT IN LUXURY HOTELS	Esra Ibrahim (University of Central Florida); Murat Hancer (University of Central Florida); Jeong-Yeol Park (University of Central Florida)
ENHANCING LEADERSHIP COMPETENCIES WITH AI INTEGRATION IN ETHICAL DECISION-MAKING	Burcin Turkkan Zencirli (University of Central Florida); Fevzi Okumus (University of Central Florida); Mehmet Altin (University of Central Florida)
FROM CULTURE TO CONDUCT: EXPLORING THE ROLE OF CULTURAL FACTORS IN SHAPING JAPANESE EMPLOYEES' WORK BEHAVIORS	Misun "Sunny" Kim (University of Massachusetts Amherst); Yoko M. Negoro (Pennsylvania State University)

1.5 Tourist Experience, Culture, and Psychology (Building 3, Room 3304)

THE ROLE OF ON-SITE PARTICIPATION IN ACADEMIC CONFERENCES: A COMPARATIVE STUDY OF FOREIGN AND JAPANESE ATTENDEES	Hidekazu Iwamoto (Josai International University); Tadayuki Hara (University of Central Florida); Masashi Ishitani (Josai International University)
THE INFLUENCE OF PSYCHOLOGICAL DISTANCE ON HOTEL SELECTION DECISIONS: A CONSTRUAL LEVEL THEORY APPROACH	Hodaka Ito (Tokyo Metropolitan University); Lingling Wu (Tokyo Metropolitan University)
CONNECTING EMOTIONS TO LOYALTY: THE IMPACT OF FLIGHT ATTENDANTS' AESTHETIC LEADERSHIP ON CUSTOMER SATISFACTION	Dohee Kwon (Youngsan University); Jihyeon Park (Youngsan University)
UNDERSTANDING THE PRIMING FACTORS AFFECTING PREFERENCE BETWEEN HOME CULTURE CONNECTEDNESS AND AUTHENTIC DESTINATION EXPERIENCE IN INTERNATIONAL TRAVEL	Yu Pan (University of Jinan); Youcheng Wang (University of Central Florida); Yamei Liu (Shanghai Open University)

Poster Session

May16(Fri)16:30~

(Building 3, Room 3303)

THE ROLE OF "KAWAII" SERVICE ROBOTS IN SHAPING MEMORABLE EXPERIENCES	Marco Nutta (Hitotsubashi University); Satoko Suzuki (Hitotsubashi University)
AM I SEEN AS OVERQUALIFIED? THE ROLE OF OVERQUALIFIED CANDIDATES' STEREOTYPE-SPECIFIC IMPRESSION MANAGEMENT IN RECRUITERS' PERCEPTIONS	Yoko M. Negoro (Pennsylvania State University); Heyao (Chandler) Yu (Pennsylvania State University); Michael Tews (Pennsylvania State University)
WHAT ARE THE MOTIVATING FACTORS FOR TRAVELERS AND LOCALS TO DO HEALTH AND WELLNESS ACTIVITIES?	Tugce Under (Bolu Abant Izzet Baysal University); Bendegul Okumus (University of Central Florida); Bekir Bora Dedeoglu (Nevsehir HBV University); Cihan Cobanoglu (University of South Florida)
TOURISM IN THE ANTHROPOCENE	Youka Katase (Kyushu Sangyo University)
RESEARCH INTO AN EDUCATIONAL MODEL FOR TRAINING INTERNATIONAL STUDENTS AS HOTEL PERSONNEL	Tsubasa Konishi (Nishitetsu international business college)
A STUDY ON THE ROLE AND SUSTAINABILITY OF SHRINES AS TOURISM RESOURCES: A CASE OF DAZAIFU TENMANGU	Noriko Miyamae (Kyushu Sangyo University)
MARKETING GENDERED DESTINATIONS: THE EFFECT OF VOICE PITCH	Wai Ching Wilson Au (City University of Macau); Fiona Chi (Technological and Higher Education Institute of Hong Kong); Pengchen Zhao (City University of Macau)
THE IMPACT OF PERSONALIZATION AND DIVERSITY ON TRUST, USEFULNESS AND SATISFACTION IN PHOTO-BASED SOCIAL MEDIA TRAVEL RECOMMENDATION	Sua Lee (Sejong University); Jae Hyup Chang (Kongju National University); Chung Hun Lee (Sejong University)
EXPANDING SMART TOURISM TECHNOLOGY ATTRIBUTES FROM THE TOURIST'S PERSPECTIVE	Ruiyu Deng (City University of Macau); Wai Ching Wilson Au (City University of Macau); Fiona Chi (Technological and Higher Education Institute of Hong Kong)
NUDGING WITH COLORS IN ELECTRIC VEHICLE RENTALS: THE EFFECT OF BRIGHTNESS CONTRAST IN BUTTON DESIGN	Wai Ching Wilson Au (City University of Macau); Pearl M.C. Lin (The Hong Kong Polytechnic University); Fiona Chi (Technological and Higher Education Institute of Hong Kong); Bruce Xie (City University of Macau)
MESSAGE FRAMING IN THEMEPARK'S CROWD MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY	Jinghan Du (City University of Macau); Wai Ching Wilson Au (City University of Macau); Fiona Chi (Technological and Higher Education Institute of Hong Kong)

JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT ARE THE ISSUES?	Natsumi Fujiwara (Kyushu Sangyo University)
POSSIBILITY OF ONLINE TRAVEL CONSULTATION – THE CASE OF THE TRAVEL AGENCY HIS –	Yuji Murooka (Kyushu Sangyo University)
EXPLORING THE SOUNDWALK EXPERIENCE FOR PEOPLE WITH VISUAL IMPAIRMENT	Dongmin Park (Sejong University); Chung Hun Lee (Sejong University)

Concurrent Session 2

May17(Sat) 12:40~13:40

2.1 Sustainable Tourism and Environmental Responsibility (Building 3, Room 3301A)

REUSING BUILDINGS: CIRCULAR ECONOMY OR GENTRIFICATION IN TOURISM?	João Romão (Yasuda Women’s University)
EVOLVING SUSTAINABLE TOURISM DEVELOPMENT: INTEGRATING PARADIGMATIC DIMENSIONS AND COMMUNITY CAPITALS	Tanja Mihalic (University of Ljubljana)
AN UPDATE ON THE THEME PARK INDUSTRY IN JAPAN: ANALYZING SUCCESSES AND CHALLENGES	Carissa Baker (University of Central Florida); Tadayuki Hara (University of Central Florida)

2.2 Tourism Marketing and Consumer Behavior (Building 3, Room:3301B)

THE VALUE OF THRILLS: UNDERSTANDING CONSUMERS’ WILLINGNESS FOR AMUSEMENT AND THEME PARKS	Juliana Rodrigues Vieira Tkatch (University of Central Florida); Sergio Alvarez (University of Central Florida); Carissa Baker (University of Central Florida)
DAIRY TOURISM: A NICHE SEGMENT IN FOOD TOURISM AND ITS EMERGING ROLE IN JAPAN	Maria Yotova (Ritsumeikan University)
PSYCHOLOGICAL DRIVERS OF VOLUNTARY CARBON OFFSET PARTICIPATION	Jihyeon Park (Youngsan University); Kwon Dohee (Youngsan University)

2.3 AI, Technology, and Innovation in Tourism (Building 3, Room 3302A)

UNDERSTANDING TOURISTS’ ADOPTION OF AI-POWERED MEDICAL CHATBOTS: EXTENDING TAM IN HEALTH-FOCUSED TRAVEL CONTEXTS	Frank Badu-Baiden (University of Central Florida); Arthur Huang (University of Central Florida); Nancy Grace Baah (The Hong Kong Polytechnic University)
TOURISTS’ CONTINUANCE INTENTION TO USE CHATGPT: THE ROLE OF INFORMATION QUALITY AND LITERACY	Jisun Won (Sejong University); Jae Hyup Chang (Kongju National University); Chung Hun Lee (Sejong University)

2.4 Hospitality management and Leadership (Building 3, Room 3302B)

SUPPORTING RESTAURANTS THAT SUPPORT THEIR COMMUNITY: INNOVATIVE MINDFULNESS PRACTICES TO REDUCE STRESS AND TURNOVER	Vicki Lavendo (University of Central Florida); David Boote (University of Central Florida)
TOURISM AS A CATALYST FOR ECONOMIC GROWTH IN AFRICA: ASSESSING THE IMPACT OF GHANA'S YEAR OF RETURN INITIATIVE.	Anthony Etsibah (University of Ghana); Linda Kissiwaa Ofori (University of Ghana); Emmanuel Agyarko Oware (University of Ghana); Daniel Agyarko (University of Ghana)
BALANCING TECHNOLOGY AND HUMANITY: THE MODERATING EFFECT OF DEHUMANIZATION IN AI TRAINING PROGRAMS	Burcin T. Zencirli (University of Central Florida); Jeong-Yeol Park (University of Central Florida); Jorge Ridderstaat (University of Central Florida)

2.5 Tourist Experience, Culture, and Psychology (Building 3, Room 3304)

RE-IMAGINING CULTURAL TOURISM THROUGH RETRO PRODUCTS	Zuhui Liao (The Hong Kong Polytechnic University); Vincent Tung (The Hong Kong Polytechnic University)
THE INFLUENCE OF PERCEIVED SAFETY AND PSYCHOLOGICAL EMPOWERMENT ON RESIDENT AND TOURISTS' EMOTIONAL SOLIDARITY AT A CULTURAL FESTIVAL	Kayode D. Aleshinloye (University of Central Florida); Frank Badu-Baiden (University of Central Florida)

2.6 Events, Festivals, and Regional Revitalization (Building 3, Room 3305)

COUNTING ATTENDEES FOR A NON-GATED OPEN-FIELD FESTIVAL	Bob Lee (Bowling Green State University)
INVESTIGATING THE ROLE OF PERCEIVED BENEFITS OF HOST-GUEST INTERACTION IN THE FESTIVAL TOURISM CONTEXT	Bingna Lin (City University of Macau); Haoyuan Zhu (City University of Macau)
VISUALIZING SPATIAL MISMATCH BETWEEN SUPPLY AND DEMAND IN REGIONAL TOURISM	Won Ji Chung (University of Florida); Jinwon Kim (University of Florida)

Concurrent Session 3

May17(Sat)16:20~17:20

3.1 Tourism Marketing and Consumer Behavior (Building 3, Room 3301B)

VISUAL FUTURES OF FOOD MARKETING: SHAPING CONSUMER PERCEPTIONS OF SUSTAINABLE FOOD WITH AI-GENERATED IMAGERY	Janelle Chan (The Hong Kong Polytechnic University)
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FINDING THE SWEET SPOT: HOW DESTINATION MARKETING SPENDING SHAPES TOURISM OUTCOME RETURNS IN JAPAN	Midori Yamazaki (University of Central Florida); Jorge Ridderstaat (University of Central Florida); Jeong-yeol Park (University of Central Florida)
TRAVEL PHOTOGRAPHY'S CONTRIBUTION TO GREEN CONSUMPTION IN TOURIST DESTINATIONS: INTRINSIC LOGIC, PATHWAYS, AND OBSTACLES IN SHANGRI-LA	Peng Liu (Cornell University); Yifei Li (Cornell University)

3.2 AI, Technology, and Innovation in Tourism (Building 3, Room 3302A)

THE ETHICAL IMPLICATIONS OF GENERATIVE AI IN THE HOSPITALITY AND TOURISM WORKPLACE: BALANCING INNOVATION WITH EMPLOYEE WELL-BEING	lokTeng Esther Kou (City University of Macau); Yaqi Wang (City University of Macau)
APPLICATION OF DIGITAL TECHNOLOGY IN SAUNA FACILITIES: A CASE STUDY OF UNMANNED SAUNA OPERATION	Tsutomu Yoshioka (Toyo University)
ADVANCED URBAN AIR MOBILITY (UAM) ROUTING FOR INTEGRATED TRANSPORTATION AND TOURISM: A CASE STUDY IN BUSAN, SOUTH KOREA	Hyeseon Han (Korea University); Young Dae Ko (Sejong University)

3.3 Hospitality management and Leadership1 (Building 3, Room 3302B)

HOW HOTELS UTILIZE THEIR RESOURCES AND CAPABILITIES TO GAIN COMPETITIVE ADVANTAGE: INSIGHTS FROM INTERVIEWS WITH JAPANESE HOTEL MANAGERS	Michiko Honda (The Institute of International Tourism & Hospitality Inc.)
OPTIMIZING HOTEL LOCATIONS: TRADE-OFFS BETWEEN PROFITABILITY AND TOURIST ATTRACTION EFFECT	Young Kwan Ko (Sejong University); Young Dae Ko (Sejong University)
CUSTOMERS AND OTHER SOURCES OF WORKPLACE SUPPORT FOR U.S. RESTAURANT EMPLOYEES AND ITS INFLUENCE ON WORKER WELL-BEING, RETENTION, AND TURNOVER INTENTIONS DURING A CRISIS.	Craig J. Rapp (Valencia College); Kevin Murphy (University of Central Florida)

3.4 Hospitality management and Leadership (Building 3, Room 3304)

VOLATILITY PARAMETER CLUSTERING OF REITS	Mahala Geronasso (University of Central Florida); Brianna Morman (University of Central Florida); Murat Kizildag (University of Central Florida)
HOTELL – SOLUTION FOR PERSONALIZED HOSPITALITY	Mariia Blizniuk (Russian International Academy of Tourism)
ENHANCING JAPAN'S LODGING INDUSTRY: INSIGHTS AND STRATEGIC APPROACHES FROM LEADING TOURISM COUNTRIES	Hiroko Suzuki (Japan Transport and Tourism Research Institute); Yasushi Takahashi (Japan Transport and Tourism Research Institute); Ryoko Okada (Japan Transport and Tourism Research Institute); Takeharu Jofuku (Japan Transport and Tourism Research Institute,))

3.5 Events, Festivals, and Regional Revitalization (Building 3, Room 3305)

THE SERVICE TRIAD BETWEEN CUSTOMERS, SERVICE ROBOT AND FRONTLINE EMPLOYEES: A NATURALISTIC OBSERVATIONAL APPROACH	Ruby Hong Ngoc Nguyen (University of Central Florida); Valeriya Shapoval (University of Central Florida); Cynthia Mejia (University of Central Florida)
TOURISM AND COMMUNITY AWARENESS BUILDING: FOCUSING ON THE ACTIVITIES OF THE CITY OF MINAMATA, KUMAMOTO PREFECTURE, JAPAN	Akimasa Suganuma (Kyushu Sangyo University)
WILLINGNESS-TO-PAY FOR SUSTAINABLE TRANSPORT: UNDERSTANDING TOURISTS' PREFERENCES FOR LOW-EMISSION MOBILITY AT URBAN DESTINATIONS	Richard Hrankai (Hong Kong Metropolitan University)

Concurrent Session 4

MAY18(Sun)9:00~10:00

4.1 Sustainable Tourism and Environmental Responsibility (Building 3, Room 3301A)

THE IMPACT OF ATTITUDE, MORAL NORMS AND INCENTIVES ON STAFF DECISION-MAKING IN PARTICIPATING IN A FOOD WASTE MANAGEMENT PROGRAM: A CASE STUDY IN KOTA BANDUNG	Romauli Panggabean (WRI Indonesia); Hosiana Simamora (WRI Indonesia); Bergita Gusti Lipu (WRI Indonesia)
UNRAVELLING THE DISTRIBUTIONAL IMPACTS OF INDONESIA'S INBOUND TOURISM	Oscar Tiku (Tohoku University);

4.2 Tourism Marketing and Consumer Behavior (Building 3, Room 3301B)

THE INFLUENCE OF CITY BRAND AND E-WOM ON VISITOR SATISFACTION AND REVISIT INTENTIONS IN CITY EVENTS	Jinyoung Lee (Konyang University); Keoljae Lee (Konyang University)
HOW BLIND-BOX OFFERINGS ENHANCE TOURIST PURCHASES IN SPIRITUAL DESTINATIONS	Xiyao Chen (City University of Macau); Xunyue Joanne Xue (City University of Macau)
THE IMPACT OF NOSTALGIA ON CONSUMER PREFERENCES FOR MAJORITY-ENDORSED MORNING TEA PRODUCTS:THE ROLE OF SOCIAL CONNECTEDNESS AND MODERATING EFFECTS OF PLACE ATTACHMENT AND BRAND ENGAGEMENT	Yuhong Liu (Macau University of Science and Technology); Yang Zhang (Macau University of Science and Technology); Liuyan Han (Macau University of Science and Technology)

4.3 AI, Technology, and Innovation in Tourism (Building 3, Room 3302A)

ANALYZING CHINESE TOURIST MOTIVATIONS FOR HOKKAIDO DESTINATIONS USING TRANSFORMER MODELS AND STATISTICAL METHODS	Zhenzhen Liu (Kitami Institute of Technology); Juuso Eronen (Prefectural University of Kumamoto); Fumito Masui (Kitami Institute of Technology)
ISSUES CHALLENGING SMALL WINERY OPERATIONS IN THE U.S. IN THE DIGITAL ERA	Kyuhoo Lee (Sonoma State University)
BASED ON THE HMSAM FRAMEWORK: RESEARCH ON THE APPLICATION OF VR TECHNOLOGY IN CULTURAL HERITAGE MUSEUMS AND USER PERSISTENCE	Yuanhan Fang (Yonsei University); Xin Ju (Yonsei University); Wangqi Tian (Chung-Ang University)

4.4 Hospitality management and Leadership (Building 3, Room 3302B)

TRANSFORMING THE LOCAL TOURISM INDUSTRY INTO A HIGH-PRODUCTIVITY AND HIGH-INCOME INDUSTRY – MEASURES TO IMPROVE THE PRODUCTIVITY OF THE LODGING INDUSTRY SUCH AS RYOKAN-	Yasushi Takahashi (Japan Transport and Tourism Research Institute); Keisuke Sakamoto (Japan Transport and Tourism Research Institute); Takeharu Jofuku (Japan Transport and Tourism Research Institute)
LEGITIMACY OVER MARKET-ORIENTATION? HOW GOVERNMENT INFLUENCE SHAPES DESTINATION COOPERATION IN JAPAN	Midori Yamazaki (University of Central Florida); Youcheng Wang (University of Central Florida)
HOW DO (POTENTIAL) TOURISTS PERCEIVE OVERTOURISM MANAGEMENT INITIATIVES? AN EXPLORATORY STUDY	Pietro Paolo Frigenti (University of Manchester); Lloyd C. Harris (University of Manchester)

4.5 Tourist Experience, Culture, and Psychology (Building 3, Room 3304)

INVESTIGATING HOW MEETING OLDER ADULTS' NEEDS INFLUENCES THEIR INTENTIONS TO JOIN SENIOR LIVING COMMUNITIES: A MIXED METHODS APPROACH	Jianwen Li (City University of Macau); Murat Hancer (University of Central Florida); Abraham Pizam (University of Central Florida); Yunying Zhong (University of Central Florida); Suja Chaulagain (University of Central Florida); Maksim Godovykh (University of Central Florida)
UNINTENDED PROSOCIAL CONSEQUENCES OF ROBOT PREVALENCE	Sungwoo Choi (The Chinese University of Hong Kong); Jihwan Yeon (Sejong University)
BOOSTERS, DECLINERS, OR INVARIANTS: PRELIMINARY RESULTS ON THE IMPACT OF TRAVEL ON WELL-BEING	Michael T.H. Lai (Saint Francis University); Emmy Yeung (Chester University); Ken Ip (Saint Francis University)