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

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

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CONCEPTUALISING EMPLOYEES' HEALTHY	Fiona Chi(Technological and Higher Education Institute of Hong Kong);
INSTITUTIONAL DINING EXPERIENCES IN CHINA	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	Zixuan Pang (City University of Macau);
BEIJING COURTYARD HOUSE B&Bs	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	Wen Bao(Lanzhou Vocational Technical College);
CO-CREATION EXPERIENCE ON TOURISTS'	Pinglu Zhou (Lanzhou University);
SATISFACTION AND LOYALTY IN USER-GENERATED	Abukhalifeh Alaa Nimer
CONTENT ENGAGEMENT PLATFORM	

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

UNLOCKING HOTEL SUCCESS: THE SYNERGISTIC IMPACT	Yoo Ri Kim(University of Central Florida);
OF INFORMATION TECHNOLOGY AND HUMAN CAPITAL IN	Agnes DeFranco(University of Houston);
THE U.S. HOSPITALITY INDUSTRY	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	N.W.T. Dilshan(Toyo University)
TOURIST ZONES THROUGH BIG DATA ANALYTICS	
DEMOGRAPHIC DIFFERENCES IN SERVICE ROBOT	Ahmet Bulent Ozturk(University of Central Florida)
ADOPTION: A STUDY OF HOTEL GUESTS' INTENTIONS	

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

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

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

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

# Poster Session

# May16(Fri)16:30~

(Building 3, Room 3303)

THE ROLE OF "KAWALI" SERVICE ROBOTS IN SHAPING MEMORABLE EXPERIENCES  AM I SEEN AS OVERQUALIFIED? THE ROLE OF OVERQUALIFIED CANDIDATES' STEREOTYPE-SPECIFIC HAVE COMMENDED IN THE CONTROL OF THE ROLE OF OVERQUALIFIED CANDIDATES' STEREOTYPE-SPECIFIC HAVE COMMENDED IN THE "TOURISM INTERNSHIP PROGRAM" OF KYUSHU LANGE OF CHARLESSION MANAGEMENT IN RECRUITERS' MICHAEL TWO WITH CONTROL OF THE TOURISM INTERNSHIP PROGRAM" OF KYUSHU LANGE OF CHARLES OF CHARLES OF CONTROL OF THE TOURISM INTERNSHIP PROGRAM" OF KYUSHU LANGE OF CHARLES OF		
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OVERQUALIFIED CANDIDATES' STEREOTYPE-SPECIFIC IMPRESSION MANAGEMENT IN RECRUITERS' Michael Tews(Pennsylvania State University); Michael Tews(Pennsylvania State University)  ON THE "TOURISM INTERNSHIP PROGRAM" OF KYUSHU AT DEVELOPING HUMAN RESOURCES IN TOURISM, AIMED AT DEVELOPING HUMAN RESOURCES IN TOURISM, TOURISM IN THE ANTHROPOCENE RESEARCH INTO AN EDUCATIONAL MODEL FOR TRAINING INTERNATIONAL STUDENTS AS HOTEL PERSONNEL A STUDY ON THE ROLE AND SUSTAINABILITY OF SHRINES AS TOURISM RESOURCES: A CASE OF DAZAIFU TENMANGU MARKETING GENDERED DESTINATIONS: THE EFFECT OF VOICE PITCH  THE IMPACT OF PERSONALIZATION AND DIVERSITY ON TRUST, USEFULNESS AND SATISFACTION IN PHOTO- BASED SOCIAL MEDIA TRAVEL RECOMMENDATION EXPANDING SMART TOURISM TECHNOLOGY ATTRIBUTES FROM THE TOURIST'S PERSPECTIVE  NUIDING WITH COLORS IN ELECTRIC VEHICLE RENTALS: THE EFFECT OF BRIGHTNESS CONTRAST IN BUTTON DESIGN  MESSAGE FRAMING IN THEMEPARK'S CROWD MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION HOP TO HEMPS TO BE ADMINISTED TO THE MERCE AND ALVCITY University of Macau); Wal Ching Wilson Au(City University of Macau); Pearl M.C. Lin(The Hong Kong Polytechnic University): Flona Chilt echnological and Higher Education Institute of Hong Kong)  Wal Ching Wilson Au(City University of Macau); Pearl M.C. Lin(The Hong Kong Polytechnic University): Flona Chilt echnological and Higher Education Institute of Hong Kong)  MESSAGE FRAMING IN THEMEPARK'S CROWD MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT  Natsumi Fullwara(Kyushu Sangyo University)  Mature (Kyushu Sangyo University)	MEMORABLE EXPERIENCES	Satoko Suzuki(Hitotsubashi University)
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A STUDY ON THE ROLE AND SUSTAINABILITY OF SHRINES AS TOURISM RESOURCES: A CASE OF DAZAIFU TENMANGU  MARKETING GENDERED DESTINATIONS: THE EFFECT OF VOICE PITCH  Mai 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  EXPANDING SMART TOURISM TECHNOLOGY ATTRIBUTES FROM THE TOURIST'S PERSPECTIVE  NUDGING WITH COLORS IN ELECTRIC VEHICLE RENTALS: THE EFFECT OF BRIGHTNESS CONTRAST IN BUTTON DESIGN  MESSAGE FRAMING IN THEMEPARK'S CROWD MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT  Natsumi Fujiwara(Kyushu Sangyo University)  Wai Ching Wilson Au(City University of Macau); Fiona Chi(Technological and Higher Education Institute of Hong Kong): Wai Ching Wilson Au(City University of Macau); Fiona Chi(Technological and Higher Education Institute of Hong Kong): Bruce Xie(City University of Macau); Fiona Chi(Technological and Higher Education Institute of Hong Kong): Mai Ching Wilson Au(City University of Macau); Fiona Chi(Technological and Higher Education Institute of Hong Kong): Management: An Application of the Social Value ORIENTATION THEORY  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT  Natsumi Fujiwara(Kyushu Sangyo University)	RESEARCH INTO AN EDUCATIONAL MODEL FOR TRAINING	Tsubasa Konishi(Nishitetsu international business college)
AS TOURISM RESOURCES: A CASE OF DAZAIFU TENMANGU  MARKETING GENDERED DESTINATIONS: THE EFFECT OF VOICE PITCH  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  EXPANDING SMART TOURISM TECHNOLOGY ATTRIBUTES FROM THE TOURIST'S PERSPECTIVE  NUDGING WITH COLORS IN ELECTRIC VEHICLE RENTALS: THE EFFECT OF BRIGHTNESS CONTRAST IN BUTTON DESIGN  MESSAGE FRAMING IN THEMEPARK'S CROWD MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT  Natsumi Fujiwara(Kyushu Sangyo University)  Wai Ching Wilson Au(City University of Macau); Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Ch	INTERNATIONAL STUDENTS AS HOTEL PERSONNEL	
TENMANGU  MARKETING GENDERED DESTINATIONS: THE EFFECT OF VOICE PITCH  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 PHOTOBASED SOCIAL MEDIA TRAVEL RECOMMENDATION  EXPANDING SMART TOURISM TECHNOLOGY ATTRIBUTES FROM THE TOURIST'S PERSPECTIVE  Mai 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  MESSAGE FRAMING IN THEMEPARK'S CROWD MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT  Wait Ching Wilson Au(City University of Macau); Fiona Chi(Technological and Higher Education Institute of Hong Kong)  Wai Ching Wilson Au(City University of Macau); Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong): Fiona Chi(Technological and Higher Education Institute of Hong Kong)  MISSION Autsumi Fujiwara(Kyushu Sangyo University)	A STUDY ON THE ROLE AND SUSTAINABILITY OF SHRINES	Noriko Miyamae(Kyushu Sangyo University)
MARKETING GENDERED DESTINATIONS: THE EFFECT OF VOICE PITCH  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 PHOTOBASED SOCIAL MEDIA TRAVEL RECOMMENDATION  EXPANDING SMART TOURISM TECHNOLOGY ATTRIBUTES FROM THE TOURIST'S PERSPECTIVE  Wai Ching Wilson Au(City University)  Ruiyu Deng(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  MESSAGE FRAMING IN THEMEPARK'S CROWD MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT  Wai Ching Wilson Au(City University of Macau); Wai Ching Wilson Au(City University of Macau); Fiona Chi(Technological and Higher Education Institute of Hong Kong)  Wai Ching Wilson Au(City University of Macau);  Wai Ching Wilson Au(City University of Macau)  MESSAGE FRAMING IN THEMEPARK'S CROWD  MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY  Natsumi Fujiwara(Kyushu Sangyo University)	AS TOURISM RESOURCES: A CASE OF DAZAIFU	
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  EXPANDING SMART TOURISM TECHNOLOGY ATTRIBUTES FROM THE TOURIST'S PERSPECTIVE  NUDGING WITH COLORS IN ELECTRIC VEHICLE RENTALS: THE EFFECT OF BRIGHTNESS CONTRAST IN BUTTON DESIGN  MESSAGE FRAMING IN THEMEPARK'S CROWD MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT  Fiona Chi(Technological and Higher Education Institute of Hong Kong)  Wai Ching Wilson Au(City University of Macau);  Fiona Chi(Technological and Higher Education Institute of Hong Kong);  Bruce Xie(City University of Macau)  Wai Ching Wilson Au(City University of Macau)  MESSAGE FRAMING IN THEMEPARK'S CROWD  MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY  Natsumi Fujiwara(Kyushu Sangyo University)	TENMANGU	
Pengchen Zhao(City University of Macau)  THE IMPACT OF PERSONALIZATION AND DIVERSITY ON TRUST, USEFULNESS AND SATISFACTION IN PHOTOBASED SOCIAL MEDIA TRAVEL RECOMMENDATION  EXPANDING SMART TOURISM TECHNOLOGY ATTRIBUTES Ruiyu Deng(City University of Macau); FROM THE TOURIST'S PERSPECTIVE  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  MESSAGE FRAMING IN THEMEPARK'S CROWD MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY  Pengchen Zhao(City University); Jae Hyup Chang(Kongju National University);  Authorized Wai Ching Wilson Au(City University of Macau);  Wai Ching Wilson Au(City University of Macau)  Jinghan Du(City University of Macau)  Wai Ching Wilson Au(City University of Macau);  NANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE  ORIENTATION THEORY  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT	MARKETING GENDERED DESTINATIONS: THE EFFECT OF	Wai Ching Wilson Au(City University of Macau);
THE IMPACT OF PERSONALIZATION AND DIVERSITY ON TRUST, USEFULNESS AND SATISFACTION IN PHOTO- BASED SOCIAL MEDIA TRAVEL RECOMMENDATION  EXPANDING SMART TOURISM TECHNOLOGY ATTRIBUTES FROM THE TOURIST'S PERSPECTIVE  Mai 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  MESSAGE FRAMING IN THEMEPARK'S CROWD MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY  Sua Lee(Sejong University);  Ale Hyup Chang(Kongju National University);  Chung Hun Lee(Sejong University of Macau);  Wai Ching Wilson Au(City University of Macau);  Pair M.C. Lin(The Hong Kong Polytechnic University);  Fiona Chi(Technological and Higher Education Institute of Hong Kong);  Bruce Xie(City University of Macau);  Wai Ching Wilson Au(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  Natsumi Fujiwara(Kyushu Sangyo University)	VOICE PITCH	Fiona Chi(Technological and Higher Education Institute of Hong Kong):
TRUST, USEFULNESS AND SATISFACTION IN PHOTO- BASED SOCIAL MEDIA TRAVEL RECOMMENDATION  EXPANDING SMART TOURISM TECHNOLOGY ATTRIBUTES FROM THE TOURIST'S PERSPECTIVE  NUDGING WITH COLORS IN ELECTRIC VEHICLE RENTALS: THE EFFECT OF BRIGHTNESS CONTRAST IN BUTTON DESIGN  MESSAGE FRAMING IN THEMEPARK'S CROWD MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY  Jae Hyup Chang(Kongju National University): Chung Hun Lee(Sejong University)  Rulyu Deng(City University of Macau); Wai Ching Wilson Au(City University of Macau);  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);  Wai Ching Wilson Au(City University of Macau);  Wai Ching Wilson Au(City University of Macau);  Wai Ching Wilson Au(City University of Macau);  Nanagement: An Application Institute of Hong Kong)  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT  Natsumi Fujiwara(Kyushu Sangyo University)		Pengchen Zhao(City University of Macau)
BASED SOCIAL MEDIA TRAVEL RECOMMENDATION  EXPANDING SMART TOURISM TECHNOLOGY ATTRIBUTES  FROM THE TOURIST'S PERSPECTIVE  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  Wai Ching Wilson Au(City University of Macau);  Wai Ching Wilson Au(City University of Macau);  Wai Ching Wilson Au(City University of Macau);  Natsumi Fujiwara(Kyushu Sangyo University)	THE IMPACT OF PERSONALIZATION AND DIVERSITY ON	Sua Lee(Sejong University);
EXPANDING SMART TOURISM TECHNOLOGY ATTRIBUTES  FROM THE TOURIST'S PERSPECTIVE  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  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  Ruiyu Deng(City University of Macau);  Wai Ching Wilson Au(City University of Macau);  Fiona Chi(Technological and Higher Education Institute of Hong Kong)  Fiona Chi(Technological and Higher Education Institute of Hong Kong)  Natsumi Fujiwara(Kyushu Sangyo University)	TRUST, USEFULNESS AND SATISFACTION IN PHOTO-	Jae Hyup Chang(Kongju National University);
FROM THE TOURIST'S PERSPECTIVE  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  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  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT  Wai Ching Wilson Au(City University of Macau); Fiona Chi(Technological and Higher Education Institute of Hong Kong)  Natsumi Fujiwara(Kyushu Sangyo University)	BASED SOCIAL MEDIA TRAVEL RECOMMENDATION	Chung Hun Lee(Sejong University)
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  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  Fiona Chi(Technological and Higher Education Institute of Hong Kong):  Wai Ching Wilson Au(City University of Macau);  Fiona Chi(Technological and Higher Education Institute of Hong Kong)  Natsumi Fujiwara(Kyushu Sangyo University)	EXPANDING SMART TOURISM TECHNOLOGY ATTRIBUTES	Ruiyu Deng(City University of Macau);
NUDGING WITH COLORS IN ELECTRIC VEHICLE RENTALS: THE EFFECT OF BRIGHTNESS CONTRAST IN BUTTON DESIGN  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  Wai Ching Wilson Au(City University of Macau); Wai Ching Wilson Au(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  Natsumi Fujiwara(Kyushu Sangyo University)	FROM THE TOURIST'S PERSPECTIVE	Wai Ching Wilson Au(City University of Macau);
THE EFFECT OF BRIGHTNESS CONTRAST IN BUTTON  DESIGN  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  Natsumi Fujiwara(Kyushu Sangyo University)		Fiona Chi(Technological and Higher Education Institute of Hong Kong)
DESIGN  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  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  Natsumi Fujiwara(Kyushu Sangyo University)	NUDGING WITH COLORS IN ELECTRIC VEHICLE RENTALS:	Wai Ching Wilson Au(City University of Macau);
Bruce Xie(City University of Macau)  MESSAGE FRAMING IN THEMEPARK'S CROWD Jinghan Du(City University of Macau);  MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE Wai Ching Wilson Au(City University of Macau);  ORIENTATION THEORY Fiona Chi(Technological and Higher Education Institute of Hong Kong)  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT Natsumi Fujiwara(Kyushu Sangyo University)	THE EFFECT OF BRIGHTNESS CONTRAST IN BUTTON	Pearl M.C. Lin(The Hong Kong Polytechnic University);
MESSAGE FRAMING IN THEMEPARK'S CROWD Jinghan Du(City University of Macau);  MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY Fiona Chi(Technological and Higher Education Institute of Hong Kong)  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT Natsumi Fujiwara(Kyushu Sangyo University)	DESIGN	Fiona Chi(Technological and Higher Education Institute of Hong Kong);
MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE ORIENTATION THEORY Fiona Chi(Technological and Higher Education Institute of Hong Kong)  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT Natsumi Fujiwara(Kyushu Sangyo University)		Bruce Xie(City University of Macau)
ORIENTATION THEORY  Fiona Chi(Technological and Higher Education Institute of Hong Kong)  JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT  Natsumi Fujiwara(Kyushu Sangyo University)	MESSAGE FRAMING IN THEMEPARK'S CROWD	Jinghan Du(City University of Macau);
JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT Natsumi Fujiwara(Kyushu Sangyo University)	MANAGEMENT: AN APPLICATION OF THE SOCIAL VALUE	Wai Ching Wilson Au(City University of Macau);
	ORIENTATION THEORY	Fiona Chi(Technological and Higher Education Institute of Hong Kong)
	JAPANESE REGIONAL CUISINE IN FOOD TOURISM: WHAT	Natsumi Fujiwara(Kyushu Sangyo University)
ARE THE ISSUES?	ARE THE ISSUES?	

POSSIBILITY OF ONLINE TRAVEL CONSULTATION - THE	Yuji Murooka(Kyushu Sangyo University)
CASE OF THE TRAVEL AGENCY HIS -	
EXPLORING THE SOUNDWALK EXPERIENCE FOR	Dongmin Park(Sejong University);
PEOPLE WITH VISUAL IMPAIRMENT	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	João Romão (Yasuda Women's University)
GENTRIFICATION IN TOURISM?	
EVOLVING SUSTAINABLE TOURISM DEVELOPMENT:	Tanja Mihalic(University of Ljubljana)
INTEGRATING PARADIGMATIC DIMENSIONS AND	
COMMUNITY CAPITALS	
AN UPDATE ON THE THEME PARK INDUSTRY IN JAPAN:	Carissa Baker(University of Central Florida);
ANALYZING SUCCESSES AND CHALLENGES	Tadayuki Hara(University of Central Florida)

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

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

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

UNDERSTANDING TOURISTS' ADOPTION OF AI-POWERED	Frank Badu-Baiden(University of Central Florida);
MEDICAL CHATBOTS: EXTENDING TAM IN HEALTH-	Arthur Huang(University of Central Florida);
FOCUSED TRAVEL CONTEXTS	Nancy Grace Baah(The Hong Kong Polytechnic University)
TOURISTS' CONTINUANCE INTENTION TO USE CHATGPT:	Jisun Won(Sejong University);
THE ROLE OF INFORMATION QUALITY AND LITERACY	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	Vicki Lavendol(University of Central Florida);
COMMUNITY: INNOVATIVE MINDFULNESS PRACTICES TO	David Boote(University of Central Florida)
REDUCE STRESS AND TURNOVER	
TOURISM AS A CATALYST FOR ECONOMIC GROWTH IN	Anthony Etsibah(University of Ghana);
AFRICA: ASSESSING THE IMPACT OF GHANA'S YEAR OF	Linda Kissiwaa Ofori(University of Ghana);
RETURN INITIATIVE.	Emmanuel Agyarko Oware(University of Ghana);
	Daniel Agyarko(University of Ghana)
BALANCING TECHNOLOGY AND HUMANITY: THE	Burcin T. Zencirli(University of Central Florida);
MODERATING EFFECT OF DEHUMANIZATION IN AI	Jeong-Yeol Park(University of Central Florida);
TRAINING PROGRAMS	Jorge Ridderstaat(University of Central Florida)

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

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

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

COUNTING ATTENDEES FOR A NON-GATED OPEN-FIELD	Bob Lee(Bowling Green State University)
FESTIVAL	
INVESTIGATING THE ROLE OF PERCEIVED BENEFITS OF	Bingna Lin(City University of Macau);
HOST-GUEST INTERACTION IN THE FESTIVAL TOURISM	Haoyuan Zhu(City University of Macau)
CONTEXT	
VISUALIZING SPATIAL MISMATCH BETWEEN SUPPLY AND	Won Ji Chung(University of Florida);
DEMAND IN REGIONAL TOURISM	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	Janelle Chan(The Hong Kong Polytechnic University)
CONSUMER PERCEPTIONS OF SUSTAINABLE FOOD WITH	
AI-GENERATED IMAGERY	

FINDING THE SWEET SPOT: HOW DESTINATION	Midori Yamazaki(University of Central Florida);
MARKETING SPENDING SHAPES TOURISM OUTCOME	Jorge Ridderstaat(University of Central Florida);
RETURNS IN JAPAN	Jeong-yeol Park(University of Central Florida)
TRAVEL PHOTOGRAPHY'S CONTRIBUTION TO GREEN	Peng Liu(Cornell University);
CONSUMPTION IN TOURIST DESTINATIONS: INTRINSIC	Yifei Li(Cornell University)
LOGIC, PATHWAYS, AND OBSTACLES IN SHANGRI-LA	

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

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

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

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

### $\textbf{3.4 Hospitality management and Leadership} \quad (Building \ 3, \ Room \ 3304)$

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	Hiroko Suzuki(Japan Transport and Tourism Research Institute);
STRATEGIC APPROACHES FROM LEADING TOURISM	Yasushi Takahashi(Japan Transport and Tourism Research Institute);
COUNTRIES	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	Ruby Hong Ngoc Nguyen(University of Central Florida);
ROBOT AND FRONTLINE EMPLOYEES: A NATURALISTIC	Valeriya Shapoval(University of Central Florida);
OBSERVATIONAL APPROACH	Cynthia Mejia(University of Central Florida)
TOURISM AND COMMUNITY AWARENESS BUILDING:	Akimasa Suganuma(Kyushu Sangyo University)
FOCUSING ON THE ACTIVITIES OF THE CITY OF	
MINAMATA, KUMAMOTO PREFECTURE, JAPAN	
WILLINGNESS-TO-PAY FOR SUSTAINABLE TRANSPORT:	Richard Hrankai(Hong Kong Metropolitan University)
UNDERSTANDING TOURISTS' PREFERENCES FOR LOW-	
EMISSION MOBILITY AT URBAN DESTINATIONS	

### Concurrent Session 4

# MAY18(Sun)9:00~10:00

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

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

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

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

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

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

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

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

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

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