

CONFERENCE PROGRAMME

*Programme timings are
shown as BST (GMT +1) UK
time*

ICOT2020
Virtual Conference, 17-18 September



THURSDAY 17 SEPTEMBER 2020

8.30 - 8.45	<u>Welcome Speeches</u> - Prof. Konstantinos Andriotis, Middlesex University London, UK - Conference Chair - Nikolaos Boukas, European University Cyprus, Cyprus - Conference Chair	
8.45 - 9:30	<u>Keynote Speech by Prof. Sara Dolnicar, The University of Queensland, Australia</u> Title: Airbnb and COVID-19: Disrupting the Disruptor Moderator: Nikolaos Boukas, European University Cyprus, Cyprus	
9:30 - 11:00	<u>Parallel Session I</u>	<u>Parallel Session II</u>
Theme	<i>Pandemics and Global Change: Transformation of Tourism in a COVID-19 world</i>	<i>Reviewing the Global Tourism Economy: Cases and Concepts</i>
Chair	<i>Eran Ketter</i>	<i>Chor Foon Tang</i>
	1. <i>Eran Ketter & Eli Avraham</i> Stay Home today so we can travel tomorrow: Tourism destinations' digital marketing strategies during the covid-19 pandemic	<i>Ran Ben Malka & Yaniv Poria</i> Is your heritage site for sale? How much does it cost? Compensation for Elimination: An innovative technique for evaluating the monetary value of cultural heritage sites
	2. <i>Octavio Viramontes</i> A critical analysis of the impact generated by the COVID 19 pandemic in the Food and Beverage department of the hospitality sector: A case study from Fairmont Vancouver Airport	<i>Stavros Hatzimarinakis, Konstantinos Giannopoulos, Ioannis Giannikos & Gerasimos Zacharatos</i> Tourism consumption structure of food and beverage products in quantity and production origin. A pilot approach in Hersonissos Municipality (Crete)
	3. <i>Lourdes Susaeta, Esperanza Suarez & Frank Babinger</i> The HR role in the COVID Era: A gender comparison in the Spanish hotel industry	<i>Babul Thomas Gomes</i> An analysis of domestic, diaspora and international tourists' spending and the impact on poverty reduction in Cox's Bazar, Bangladesh: Implications for tourism policy in developing economies
	4. <i>Mohamed Boukherouk and Hicham Ouakil</i> Covid-19 pandemic and reconsidering Maslow pyramid in tourism chain value and service delivery: Case study of the Moroccan domestic tourism market	<i>Stavros Hatzimarinakis, Konstantinos Giannopoulos, Ioannis Giannikos & Gerasimos Zacharatos</i> A TSA approach of defining tourism related enterprises for analysing business register data. A practical implementation focusing on Hersonissos Municipality (Crete), 2012-2017
11:00 - 11:30	Virtual Coffee Break	
11:30 - 13:00	<u>Parallel Session I</u>	<u>Parallel Session II</u>
Theme	<i>World Heritage Sites: Post-International Tourists</i>	<i>Employability in the Hospitality & Tourism Industry</i>
Chair	<i>Special Session: Kiran Shinde & Daniel Olsen</i>	<i>Galia Fuchs</i>
	1. <i>Kiran Shinde</i> Sustainability of tourism at a world heritage site: The case of Lumbini, Nepal	<i>Laliv Cohen Israeli & Galia Fuchs</i> The perspective of those who broke the glass ceiling: An investigation of key factors that empower female managers in the Israeli hotel industry
	2. <i>Birendra Kc</i> Analysis of threats to UNESCO world heritage sites in danger	<i>Mari Vähäkuopus & Heidi Kaihua</i> Reframing employee experience in the context of Finnish Lapland
	3. <i>Cristina Maxim & Carmen Chasovschi</i> Challenges of stakeholder cooperation in world heritage sites	<i>Chin Yi Fred Fang</i> Is hospitality finance boring? The link between situational interest, course satisfaction, learning effects and employability in the hospitality finance
	4. <i>Catherine E Gorman</i> Engaging with the local: A shift in visitor profile at Heritage Sites	
13:00 - 14:00	Virtual Lunch Break	

14:00 - 15:30	Parallel Session I	Parallel Session II
Theme	<i>The value of information in a Changing Environment</i>	<i>Special Session: Animosity and Travel Behavior</i>
Chair	<i>Martinette Kruger</i>	<i>Orit Unger & Natan Uriely</i>
1.	<i>Eko Rahmadian, Daniel Feitosa & Andrej Zwitter</i> A systematic literature review on the use of big data for sustainable tourism	<i>Orit Unger, Natan Uriely & Galia Fuchs</i> On-site animosity and performances of national identity: The case of Israeli business travelers
2.	<i>Isabel Vieira, Didiana Fernandes, Ricardo Gama, Miguel Mota & Isabel Oliveira</i> Conception of an intelligent tourist information system for low density territories: Douro	<i>Galia Fuchs, Maria D. Alvarez & Sara Campo</i> Influence of animosity and perceptions of terror risk on decisions to visit conflict destinations
3.	<i>Konstantinos Vassakis, Emmanuel Petrakis, Ioannis Kopanakis & John Makridis</i> Data-driven location intelligence for tourism destinations: A comparative analysis between Crete and Cyprus	<i>Tomáš Krajčák, Jiří Vágner & Jürgen Schmude</i> How visitors perceive the risk of terrorism in cities? Framework analysis of fear-arousing walking interviews
4.	<i>Victor Ernesto Pérez León, Maria Amparo León-Sánchez & Flor Guerrero</i> Proposed measurement of tourism destination competitiveness: An application to destinations from Central America and Caribbean	<i>MiRan Kim, Laee Choi, Soyeon Kim & Bonnie Knutson</i> Experiences beyond expectations: The interplay among customized services, employee deep acting, and customer expectations on customer delight
15:30 - 16:00	Virtual Coffee Break	
16:00 - 18:00	Parallel Session I	Parallel Session II
Theme	<i>Tourist Experiences and Behaviors: Cases and Challenges</i>	<i>Sustainability & Diversification Strategies in Tourism</i>
Chair	<i>Amir Shani</i>	<i>Carla Cardoso</i>
1.	<i>Amir Shani, Yaniv Poria & Jeremy Beal</i> "It's like you're naked in front of everyone": Obese guests' experiences in hotels	<i>Carla Cardoso</i> The contribution of tourism towards a more sustainable and inclusive society: Key guiding principles in times of crisis
2.	<i>Martinette Kruger & Adam Viljoen</i> Attending to AID: A typology of visitors to a benefit concert	<i>Birendra Kc</i> Understanding the role of the Nepalese tourism industry in addressing sustainable development goals (SDGs)
3.	<i>Tea Golja & Morena Paulišić</i> Managing Innovative and Technology - Enhanced tourist experiences: The case of Scattered Hotels in Istria, Croatia	<i>Oghenetjiri Digun-Aweto</i> Visitor experiences in visiting Botanical gardens. The case study of University of Ibadan students
4.	<i>Shlomit Hon Snir & Sharon Teitler Regev</i> Preferences over urban and rural sites in domestic and international tourism from the tourist point of view	<i>Vitor Rodrigues, Celeste Eusébio, Maria João Carneiro, Margarita Robaina, Mara Madaleno, Carla Gama, Kevin Oliveira, Michael Russo, Hélder Relvas, Myriam Lopes, Carlos Borrego & Alexandra Monteiro</i> Factors influencing the relevance of air quality in the selection of tourism destinations
5.	<i>Soyeon Kim, MiRan Kim, Laee Choi & Bonnie Knutson</i> "Going the extra mile": Investigating antecedents and outcomes of customer delight	<i>Kaoruko Miyakuni</i> Tourism and sustainable development goals (SDGs): Creating regulations for electric tour buses in Yanbaru National Park in Okinawa Prefecture, Japan
6.	<i>Kyle Maurice Woosnam & Emrullah Erul</i> Behavioral support for tourism explained through emotional solidarity and the theory of planned behavior	<i>Miriam Mbasera, Engelina Du Plessis and Martinette Kruger</i> An eco-friendly framework for hotels in Southern Africa
18:00 - 18:40	Speech by Jelka Tepšić, Deputy Mayor, City of Dubrovnik, Croatia Title: Respect the city for a sustainable future of Dubrovnik Moderator: Pepi Birliraki, Deputy Mayor, City of Rethymnon, Crete, Greece	

FRIDAY 18 SEPTEMBER 2020

8:45 - 9:30	Keynote Speech by Freya Higgins-Desbiolles , University of South Australia, Australia Title: Socialising Tourism for Social and Ecological Justice: A Vision of Tourism for the Public Good Moderator: Stella Kladou, Boğaziçi University, Turkey - Conference Chair	
9:30 - 11:00	Parallel Session I	Parallel Session II
Theme	<i>Education, Academia and the Tourism Sector</i>	Special Session: Tourism and Intangible Heritage - Challenges and new perspectives
Chair	<i>Prokopis Christou</i>	<i>Alexandra Georgescu Paquin & Yadur Gonzalez Meza</i>
1.	<i>Joana Alves, Celeste Eusébio, Maria J. Rosa & Leonor Teixeira</i> Is accessible tourism being promoted in higher education study programs? An overview based on curricula analysis and the perceptions of programs' directors	<i>Thanya Luchaprasith</i> The practice of royally related ICH tourism in Thailand: Visit experience at King Bhumibhol's crematorium exhibition
2.	<i>Jiang Wang & Alaa Nimer Mousa Abukhalifeh</i> Hospitality Curriculum in the University Sector: Does it meet future requirements? A case study on the hospitality management programmes in Sol International School, South Korea	<i>Milena Manhães Rodrigues, Yasmin Xavier Guimarães Nasri & Sidnei Raimundo</i> Topophilia and tourism planning: Quilombola views (Armação dos Búzios - RJ, Brazil)
3.	<i>Alexander Trupp, Chetan Shah & Marcus L. Stephenson</i> Investigating the Intersections between travel, academia and knowledge	<i>Fabien Van Geert</i> The construction of a touristic destination through intangible cultural heritage: The case of the Aubusson tapestry (France)
4.	<i>Prokopis Christou & Elena Nikiforou</i> How do tourists feel about animals that are kept caged for people's amusement, entertainment or pedagogy?	<i>Mohamed Boukherouk and Abdelilah Lissanedine</i> Promoting and enhancing ICH and tourism in Morocco: Analysis of heritage approaches and conservation process of two ethno-museums Tskiwin and the Oasis Museum
11:00 - 11:30	Virtual Coffee Break	
11:30 - 13:15	Parallel Session I	Parallel Session II
Theme	<i>Measuring Tourists' Opinions</i>	Community Responses to Tourism
Chair	<i>Martin Falk</i>	<i>Dimitris Styliadis</i>
1.	<i>Nadezda Sorokina</i> Minimal spanning tree analysis on customer reviews in tourism: A text mining approach	<i>Yixuan Cheng</i> Exploring stakeholder relationships in China's rural tourism
2.	<i>Sebastian Cortes</i> A critical examination of tripadvisor reviews on events: Case study of the Westin Bayshore Hotel in Vancouver	<i>Giovana Cioffi & Sidnei Raimundo</i> Community-based tourism: Contributions to reconciliation between communities and natural heritage
3.	<i>Song Qingfeng & Amare Wondirad</i> The nexus between social media usage and overtourism: A case of the Hangzhou city in China	<i>Kyle Maurice Woosnam, Kayode Dare Aleshinloye & Emrullah Erul</i> Residents' involvement in tourism through emotional solidarity and empowerment
4.	<i>Antonino Mario Oliveri, Gabriella Polizzi & Anna Maria Parroco</i> Measuring tourist satisfaction using the 4Q methodology: An assessment of the psychometric properties of the instrument	<i>Josephine Giersing & Matias Thuen Jørgensen</i> Community resilience to disaster: Adaptive capacities in Virgin Gorda's community response to Hurricane Irma
5.	<i>Intan Purwandani and Sarani Pitor Pakan</i> Seasonal overcrowding, tourism arena, and local habitus in Yogyakarta, Indonesia	<i>Simona Franzoni</i> Developing sustainable destinations: The role of DMOs in implementing the 2030 Agenda

13:15 - 14:00	Virtual Lunch Break	
14:00 - 15:30	Parallel Session I	Parallel Session II
Theme	Tourism and intangible heritage: Challenges and new perspectives	Religious tourism and sacred sites post COVID-19 pandemic
Chair	Special Session: Alexandra Georgescu Paquin & Yadur Gonzalez Meza	Special Session: Kiran Shinde & Daniel Olsen
1.	<i>Alexandra Georgescu Paquin, Jordi Arcos-Pumarola & Maria del Pilar Leal L.</i> Challenges of DMOs' promotion of intangible cultural heritage through their social networks during COVID-19	<i>Daniel H. Olsen & Dallen J. Timothy</i> COVID-19 and religious travel: Present and future trends
2.	<i>Hafidh Al-Riyami, Hamed Al- Muhrzi & Noel Scott</i> Intangible cultural heritage experiences in Oman: Nizwa	<i>Kiran Shinde</i> Disease and disruption in religious tourism at Hindu sacred sites, India
3.	<i>Marta Conill-Tetuà & Jordi Arcos-Pumarola</i> Analysing the visitors' experience of ICH on social networks: A case study of "Fête de l'Ours"	<i>Ricardo Nicolas Prozano</i> The impact of COVID-19 on Japanese temple stays: Kōyasan as case study
4.	<i>Serena Lonardi</i> Minority languages and tourism: a focus on authenticity: The case of the Cimbrian language in Luserna / Lusérn and Giazza (Italy)	
15:30 - 16:00	Virtual Coffee Break	
16:00 - 17:30	Parallel Session I	Parallel Session II
Theme	Niche Tourism: Trends and Cases	Contemporary Cases in Tourism
Chair	Sam Kim	
1.	<i>Brian Kee Mun Wong</i> Retirement tourism in Malaysia: A conceptual model of motivations, satisfaction, and post-satisfaction intentions	<i>Alfredo Mena-Navarro</i> A multiple-level analysis of the tourism policy and the MICE (meetings, incentives, conventions, exhibitions) sector in Singapore
2.	<i>Felix Elvis Otoo &</i> Are senior tourists distinctive according to personality traits?	<i>Li Ying and Nadia Sorokina</i> Influence of smart tourism on tourist motivation: Case of internet information town Wuzhen in China
3.	<i>Kyle Maurice Woosnam, Manuel Alector Ribeiro, Tara Denley & Christy Hehir</i> Considering the value-belief-norm model and theory of planned behavior in explaining individuals' engagement in last chance tourism	<i>Maria Jesus Jerez Jerez, Pantea Foroudi & Reza Marvi</i> Individual and corporate brand: Moderated mediation model of illusion: Research within the setting of Michelin-starred restaurants in the tourism destination of London
4.	<i>Elicke Botha, Martinette Kruger & Adam Viljoen</i> Zeal for zoos: Zooming in on interpretation	<i>Peter Vlachos and Kejsi Xhafaj</i> Gastronomic tourism in Albania: an exploratory study of visitor perceptions, experiences, and destination image
5.	<i>Esmarie Myburgh & Martinette Kruger</i> Comparing different distance triathletes: A sport tourism perspective	<i>Evanthia Papadopoulou, Fotini Theodorakioglou, Leonidas Hatzithomas & Christina Boutsouki</i> Destination image, familiarity of destination and consumers' attitudes: A moderated mediation model of brand globalness and consumers' global identity
6.	<i>Chuan Chuan Chung & Chin Yun Chang</i> Discuss the impact of smart tourism and shared economy models on the travel service industry	<i>Nuria Guitart & Ramon Serrat</i> Comparative analysis of tourism policies addressing overtourism in Barcelona, Amsterdam and Berlin. From promotion to tourism management and from conflict to coexistence?
17:30 - 17:40	Awards' Ceremony Stella Kladou, Boğaziçi University, Turkey - Conference Chair	
17:40 - 17:50	The Next ICOT Conference, Pepi Birliraki, Deputy Mayor of Rethymnon, Crete, Greece	
17:50 - 18:00	Closing Speech: Prof. Konstantinos Andriotis, Middlesex University London, UK	

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