2022 CAUTHE CONFERENCE REPORT

1. CONFERENCE OVERVIEW

1.1 Background and Overview

Welcome to the CAUTHE 2022 Conference Online.

In April 2021, the Department of Tourism, Sport and Hotel Management at Griffith University answered an invitation to host the 2022 CAUTHE Conference from the CAUTHE Executive. As Australia's leading university for Hospitality and Tourism Management (Shanghai Ranking Global Ranking of Academic Subjects 2021), we set out to deliver a hybrid conference that would showcase Brisbane now and as the future host city of the 2032 Olympic and Paralympic Games, whilst offering an engaging and interactive experience for online attendees.

As with the 2021 conference, COVID-19 continued to wreak havoc and our conference was not immune, with the raging Omicron variant in Queensland and other parts of Australia, forcing the abandonment of the in-person conference early in January 2022. We thank our delegates and sponsors for their continued commitment to CAUTHE 2022 considering this transition. This is a testament to the strength of the CAUTHE community and the reputation of the CAUTHE conference nationally and internationally.

In the welcome to the 2021 conference, co-chairs Prof Marianna Sigala and Dr Paul Whitelaw noted that "This conference is quite a special one, as this marks, after 32 years of face-to-face conferencing, our first ever online conference". We would also argue that CAUTHE 2022 is special. In moving to hybrid delivery, we took the first steps in CAUTHE's history to planning a blended conference for in-person and online delegates. Whilst these plans did not materialise, we hope to share our learnings from this experience with future CAUTHE conference hosts.

I believe our conference is also special for involving a fantastic team of 17 Griffith University colleagues who put their hands up to voluntarily join the Organising Committee for CAUTHE 2022. This large committee was a necessary function of planning for a hybrid conference of CAUTHE's standard over a six-month timeframe in a highly turbulent and unpredictable environment. I am deeply grateful to my colleagues who joined me on this journey to co-create CAUTHE 2022.

My thanks also to our wonderful Volunteer Leaders and our Work Integrated Learning intern who through their significant contributions have supported the Organising Committee. We have been ably supported also with expert advice from Forum Group and Penny Jose, CAUTHE Secretariat, as key point of liaison between the Organising Committee and the CAUTHE Executive.

Finally, my thanks to our wonderful sponsors for supporting and ensuring the success of CAUTHE 2022. Our generous Gold sponsors are Griffith Aviation, Brisbane Airport Corporation, STR Share Center and Griffith Institute for Tourism. Our highly supportive Bronze and Higher Education sponsors are Wiley Higher Education, Elsevier, Intellect Books, Goodfellow Publishers and James Cook University. I also acknowledge the strong support of the Pro Vice Chancellor (Business) Professor David Grant in greenlighting us to host CAUTHE 2022.

Our conference theme *Shaping the next normal in tourism, hospitality and events* addresses an imperative and timely topic. The tourism, hospitality and events sectors have been some of the worst hit across the globe during the pandemic, affecting the livelihoods of millions when international and domestic travel came to a halt in 2020, events and festivals were cancelled,

and many businesses either pivoted online or ceased trading. As current and future generations of educators, researchers and thought leaders, we have the once-in-a-lifetime opportunity to generate impactful new knowledge, interventions, and solutions to ensure that the next normal is a better normal for those affecting change and affected by change in our sectors.

With that challenge in mind, I hope you find the CAUTHE 2022 program of speakers, panellists and concurrent sessions topical and thought provoking and find opportunities to network with new and enduring colleagues and friends.

I look forward to e-meeting and catching up with you during the conference.

Leonie Lockstone-Binney
CAUTHE 2022 Conference Co-Chair

1.2 Conference Program

Date	Time (AEST)	Activity
Mon 7 Feb - Wed 9 Feb	Throughout	The Marketplace: 1:1 appointments available at rostered times Sponsor / Exhibitor Displays 'Ask a Fellow'
Mon 7 Feb	From 08:00	Registration
	09:00-09:30	PhD/ECR & MCA Workshop Opening
	09:30-10:30	PhD/ECR Panel Session *Employability*
		MCA Panel Session *How to become an Effective Mentor*
	10:30-11:00	Tea Break
	11:00-12:00	PhD Workshop *Activity-based Group Competition*
		MCA/ECR Panel Session *Managing Sustainable and Meaningful Careers*
	12:00-13:00	Small Group Mentoring Session
	13:00-13:30	PhD/ECR & MCA Workshop Reflection, Closing & Award Ceremony
	13:30-14:30	Lunch Break
	14:30-14:45	Speed Networking Activity
	15:00-16:00	Opening Ceremony & Award Announcement
	16:00-16:15	Tea Break & e-Poster Session 1
	16:15-17:30	Concurrent Paper Session 1
	17:45-18:45	Online Cocktail/Mocktail Class
Tue 8 Feb	From 08:00	Registration
	08:50-09:00	STR Presentation
	09:00-10:20	Concurrent Paper Session 2
		STR Workshop 1 *State of the Global Hotel Industry Recovery*
	10:20-10:40	Tea Break
	10:40-12:00	Concurrent Paper Session 3
		STR Workshop 2 *New for '22 - SHARE Center Update and Intro, including Data for Research*
	12:00-12:45	Keynote1: Dr Valerie Cooms *Indigenous Tourism: What is It?*
	12:45-13:00	Award Announcement
	13:00-13:45	Lunch Break
	13:45-14:45	Concurrent Paper Session 4

	14:45-15:45	Concurrent Paper Session 5
	15:45-16:00	Tea Break & e-Poster Session 2
	16:00-17:00	Panel Session 1 *Shaping the Next Normal in Tourism, Hospitality and Events: An International Perspective*
Wed 9 Feb	From 08:00	Registration
	09:00-10:00	Panel Session 2 *Get Set for the 2032 Olympics and Paralympics Games: Leveraging the Long-term Opportunities of Mega Events*
	10:00-10:45	Keynote 2: Professor Girish Prayag *Tourism Resilience in the Next Normal*
	10:45-11:00	Award Announcement
	11:00-11:20	Tea Break
	11:20-12:40	Concurrent Paper Session 6
	12:40-13:30	Lunch Break
	13:30-14:30	Concurrent Paper Session 7
	14:30-15:30	Concurrent Paper Session 8
	15:30-16:00	Tea Break & JCU Book Launch: *Tourist Health, Safety and Wellbeing in the New Normal*
	16:00-17:00	The CAUTHE Great Debate
	17:00-18:00	Closing Ceremony & Award Announcement

1.3 Concurrent Sessions

Concurrent Session 1 (Monday, 7 Feb, 16:15-17:30) - 5-minutes Lightning Presentations

	Workers, Workplaces & the Workforce Chair: Dr Barry Fraser	Critical Studies in Tourism & Events Chair: Dr Oscar Vorobjovas-Pinta	Education, Pedagogy & Assessment Chair: A/P Tracy Harkison	Marketing, Consumer Behaviour & Experience Design #1 Chair: Dr Ya-Yen Sun	Resilience, Risk & Crisis Management Chair: Prof Charles Arcodia	Sustainability & Green Practices Chair: Dr Samira Zare	Marketing, Consumer Behaviour & Experience Design #2 Chair: Dr Faith Ong
16:15-16:30	#175 Chefs in distress: Identifying pain points *Richard Robinson, Matt Brenner, Van Tin Doan, Shelagh Mooney, Jason Lodge & Nik Steffens*	#33 A conceptual framework to explain the virtual events adoption behaviours of conference attendees *Purimprach Sangkaew*	#214 Integrating systems thinking in tourism hospitality education *Aishath Shakeela*	#119 What makes a successful Airbnb online experience? *Jingjie Zhu, Mingming Cheng & Ying Wang*	#195 Resilience of tourism organisations through a phenomenographic lens *Margarida Abreu Novais & Truc Le*	#181 Towards a multilevel conceptualization of tourists' sustainable behavior *Emmanuel Gamor, Alice Hon & Yun Dong*	#61 What is affecting consumers' awareness of green strategies at coffee shops?: The power of status consumption and social media *Chompoonut Suttikun & Patcharaporn Mahasuweerachai*
16:30-16:45	#203 Boost customer loyalty through culturally competent servers - The mediation role of the guest gratitude *Aaron Hsiao, Mandi Baker & Emily Ma*	#87 Transformative travel: Is it always positive? *Mark Teoh, Ying Wang & Anna Kwek*	#102 Scholarship and the 'next normal' *Melanie Williams*	#55 Examining the constraint-negotiation process from Muslim women's perspective towards solo travel intention *Dang Thuan An Nguyen & Liwei Hsu*	#97 Resilience during COVID-19: Investigating the role of organizational transformation in the foodservice industry *Yifei Wang, Huihui He, Dachen Wang & IpKin Anthony Wong*	#72 Drivers and barriers to the implementation of a green economy strategy in tourism destinations: A case study of Wakatobi Islands, Indonesia *Pir Owners, Terry DeLacy & Joanne Pyke*	#118 Applying the design for sustainability evolutionary framework to tourism experience design *Julia N. Albrecht & Marco Haid*
16:45-17:00	#201 The emotional and well-being implications of working with AI and robots: The case of hotel frontline employees in Australia *Jingjing Xu, Emily Ma & David Solnet*	#43 How can we as tourism scholars help LGBTQ+ people in the global south? A call to action *Clifford Lewis*	#191 Cultivating professional identity through interactive oral assessments *Ryan Yung, Brent Moyle & Elaine Chiao Ling Yang*	#113 Why don't tourists visit where they would most like to go? The case of Chinese tourists to New Zealand *Jia Geng, Kevin Moore & David Fisher*	#23 Crisis preparedness of tourism destinations: An application of social network analysis *Adiyukh Berbekova*	#192 Policies addressing climate change and sustainable tourism outcomes: Case of the Maldives *Aishath Shakeela*	#62 How to persuade consumers toward eco-friendly consumptions: The role of message framing and emotions *Patcharaporn Mahasuweerachai & Chompoonut Suttikun*

17:00-17:15	#38 Exploring the meaning of work sources in Gen Z hospitality workers *Ricardo Mahshi, Anna Kralj, Charles Arcodia & Margarida Abreu Novais*	#148 Time, timing and timeliness - The role of Kairos in event, project and stakeholder management in the festival and events sector *Kevin Wallace*	#177 How to promote professional confidence for an effective school-to-work transition? A case study of hospitality final year students *Danni Wang & Catherine Cheung*	#136 Professional Travel Photography Services for You and Me *Ganlin Huang, Xian Zhou, Ruoyi Lin & IpKin Anthony Wong*	#128 Effectiveness of hotel hygiene programs: Crisis communication messages during COVID-19 *Wen Hao Liang*	#41 Impact of domestic and international tourism on wildlife and ecosystems in Jungle Beach, Unawatuna Sri Lanka *Madura Thivanka Pathirana*	#120 The role of interpretation on the attitude formation of captive wildlife visitors *Bahram Nekouie Sadry, Samaneh Soleimani, Neda Khaki & Fatemeh Fehrest*
17:15-17:30	#176 Workforce resilience in COVID-19: 'Collectively resolving' impacts & challenges *Richard Robinson, Yawei Jiang, Margarida Abreu Novais, Josephine Pryce & Brett Kapernick*	#111 Affect in tourism research during the pandemic *Yunzhen Zhang, Hazel Tucker & Jundan Zhang*		#140 Testing the effectiveness of acquisition marketing strategies: The case of Australian land-based casinos *Jovanie Tuguinay, Catherine Prentice & Brent Moyle*	#208 How virtual wellness retreats may influence psychological well-being *Zahra Rahmani, Susan Houge Mackenzie & Anna Carr*		#198 Artificially intelligent service: Framing future tourism and hospitality research *Tuba Urul, Anna Kralj & Rawan Nimri*

Concurrent Session 2 (Tuesday, 8 Feb, 09:00-10:20)

	Scholarship of Teaching #1 Chair: A/P Melanie Williams	Economic, Market & Competitive Analysis Chair: Dr Anna Kralj	Gender Studies Chair: Prof Erica Wilson	Virtual Reality, Robotics & Digital Technology Chair: Dr Aaron Tham	Research: Methods, Measures & Impact Chair: A/P Sarah Gardiner	Regenerative Tourism Chair: A/P Gabby Walters
09:00-09:20	#21 Co-creating authentic learning experiences based on key teaching practices: a reflective approach. Effie Steriopoulos, Edmund Goh & Tracy Harkison	#63 Attracting visitors to Cairns after COVID-19: A comparison of the domestic tourism market before and after the pandemic Katharina Dressler & Michelle Thompson	#76 Nepali women: Leadership training in the tourism and hospitality industry Wendy Hillman & Kylie Radel	#26 Harnessing service robots to increase frontline service employees' safety and health: The critical role of CSR Hongmin (Jess) Yan, Limin Fu & Xiaowen Hu	#16 The maturing research field of resource use in tourism - The concept of data clotting in research Alexandra Coghlan & Susanne Becken	#32 Regenerative tourism in a cross-border urban region: A post-COVID opportunity Denis Tolkach, Zilmiyah Kamble, K Thirumaran & Nicole Ko
09:20-09:40	#42 Champion in class, leader in assessment: The application of gamification in teaching Arghavan (Hana) Hadinejad	#88 Exploring partnerships between tourism and agriculture in Greece through the lens of the relational view Antonis Klidas & Georgios Papageorgiou	#89 Revisiting the impacts of travel constraints on travel intentions from a gender perspective amid the COVID-19 Norzalita Aziz & Fei Long	#91 Digital well-being in the hospitality industry: A PERMA conceptualization Alice Kondja, Chun Keung (Chris) Wong & Sebastian Filep	#52 Using projective techniques to reduce social desirability bias in tourism survey research Oscar Yuheng Zhu & Sara Dolnicar	#59 Building regenerative futures: A more-than-tourism agenda for post COVID-19 recovery Phoebe Everingham
09:40-10:00	#70 Minimising stress and anxiety in the 'next normal' learning environment: A case of first semester EAL students studying tourism hospitality & event courses Lee Slaughter, Niki Macionis, Noreen Breakey, Jingru Zhang & Lintje Sie	#66 How the collapse of international tourism exacerbates income inequality Ya-Yen Sun	#153 Gender equality initiatives and implementation: A qualitative study of the perception of hospitality leaders in multinational hotels Jess Sanggyeong Je, Catheryn Khoo & Elaine Chiao Ling Yang	#139 The dimensions of XR technology experience in pre-trip stage Naji Gharibi, Ian Yeoman, Ina Reichenberger & Faizan Ali	#18 What does the tourism industry think about academic tourism research? Not a lot! Anthony Brien & Hafsa Ahmed	#51 Contours of regenerative practices in post-pandemic tourism: A local food business and their stakeholders in Tasmania Maree Gerke, Can-Seng Ooi & Heidi Dahles
10:00-10:20	#83 Was it worth the risk? Creating an event project with students during COVID times Eliza Kitchen	#10 Closing of windows of opportunity for international travel Bob McKercher, Mucha Mkono & Karen Hughes	#126 Constraints of women entrepreneurs in the tourism industry: An exploratory study in Uzbekistan Nozomi Saito, Kaede Sano, Lisa Ruhanen & Seiko Shirasaka		#71 Stability benchmarks for tourism survey questions Sara Dolnicar, Sarah MacInnes & Bettina Grün	#36 Tourism 'giving back' to nature: Evidence from New Zealand Susanne Becken, Alexandra Coghlan & Catherine Cooper

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Concurrent Session 3 (Tuesday, 8 Feb, 10:40--12:00)

	Cruise Industry Chair: Dr Elaine Chiao Ling Yang	Scholarship of Teaching #2 Chair: Dr Marcela Fang	Events: Sustainability and Performance Chair: Dr Paul Whitelaw	Destination Management & Governance #1 Chair: Dr Mucha Mkono	The Tourist Experience Chair: A/P Alexandra Coghlan	Host Communities & Residents #1 Chair: Dr Arghavan Hadinejad
10:40-11:00	#100 Government discrimination targeting Australasian and global cruise sector during the COVID-19 crisis 2020-2021 David Beirman	#165 How green are Australian undergraduate hospitality courses? A content analysis of hospitality management bachelor courses offered across Australia Taghreed Aljaffal	#189 International conferences and global partnerships for the sustainable development goals Ulrike Erika Kachel, Carmel Foley & Cheryl Malone	#213 Responses to seasonality effects in the context of the islands: Do the contextual factors matter? Hien Nguyen & Tan Vo Thanh	#85 Sharing tourism experiences on social media: A conceptual model Biqiang Liu, Brent Moyle & Anna Kralj	#74 Tourism urban mosaic: Reconceptualizing the patterns of socio-spatial differentiation introduced by second home tourism Yi Yang, Michelle Whitford & Leonie Lockstone-Binney
11:00-11:20	#166 Ready, set, sail? COVID-19 and the cruise industry! Johnnel Smith, Peter Woods & Charles Arcodia	#171 Are hospitality students prepared for their careers in the hospitality industry? Danni Wang & Catherine Cheung	#60 How to communicate eco-innovation to online visitors? Insights from the Olympic Games Xiangru Qin, Birgit Muskat, Haiyang Xia & Gang Li	#12 The role of hotels in addressing inclusive water, sanitation and hygiene in Fiji's tourism industry Sera Vada, Helen Johnson, Dawn Gibson, Patricia Bibi & Nanise Masau	#210 The learning experience of Chinese long-term outbound backpackers Ni Zhong & David Fisher	#207 Household evaluation of tourism opportunities in remote mountain regions under the new normal Carl Cater, Maggie Miller & Ravindra Nyaupane
11:20-11:40	#125 COVID-19 and cruise tourism in Australia: Thematic analysis through Reinert's method Renan De Oliveira, Gui Lohmann & Brent Moyle	#194 EdEx: A conceptual education framework developing FTHE graduate capabilities for a post-pandemic "normal" Chris Harris & Melanie Williams	#108 The study of the socio-economic impact of Songkhla MICE city's digital MICE events in the Covid-19 outbreak Pasawat Ketsattha & Songsin Teerakunpisut	#90 "A city with no seat": Rethinking hospitality in hostile urban landscapes Isabella Ye &Tyler Riordan	#77 Tourist experiences during the pandemic: The application of the Orchestra model. Samira Zare & Raymond Rastegar	#116 Multi-actor value co-creation in community-based tourism Madhuri Fernando, Civilai Leckie, Ryan Jopp, Hassan Kalantar Daronkola & Lester W Johnson
11:40-12:00	#172 Cruising and COVID-19: What will it take to get people back on board? Gabby Walters, Thomas Magor, Sarah Kelly & Ann Wallin	#204 Is the future of internships online? Capturing industry perceptions of virtual versus face-to-face internships in hospitality management Sarah Collado, Karina Wardle & Michelle O'Shea	#133 Business events, social impact, and the new normal Carmel Foley, Deborah Edwards, Anja Hergesell & Cheryl Malone	#188 "Producers" of place: Fashionable lifestyle mobilities and the production of tourism destinations in rural Japan Daijiro Yamagishi & Adam Doering	#80 The tourist experience of people with blindness: A mental imagery approach Nick Noghan, Marianna Sigala, Aise Kim & Peter O'Connor	#56 Conceptualizing the roles of ecotourism for vulnerable community resilience in the Sundarbans regions of Bangladesh Jahanir Alam & Jakia Rajoana

Concurrent Session 4 (Tuesday, 8 Feb, 13:45-14:45)

	The Worker: Attributes, Attitudes & Behaviours #1 *Chair: A/P Richard Robinson*	Risk & Crisis Management / Resilience *Chair: Dr Yawei Jiang*	Destination Image & Branding *Chair: A/P Ying Wang*	Virtual Tourism & Events *Chair: A/P Niki Macionis*	Scholarship of Teaching #3 *Chair: Dr Denis Tolkach*	Sports Research *Chair: Dr Richard Buning*
13:45-14:05	#132 An overarching classification for emotional display rules in tourism frontline interactions *Sabel Sahoo & Margarida Abreu Novais*	#167 Managing the unknown: Crisis understanding and response in hospitality *Alexandros Paraskevas & Mireia Guix*	#131 Co-creation of destination brand personality - Chinese tourists' perception of South Australia *Xin Zhang, Marianna Sigala & Aise Kim*	#145 'The elephant in the room': Business event organiser's insights and the challenges of virtual platforms *Sabiha Matin, Tamara Young, Paul Stolk & Jamie Carlson*	#218 Flexible learning into the 'next normal' of tourism & hospitality education *Debbie Cotterell*	#150 Sustainable social outcomes of a major sporting event in Australia: A local community perceptions *Azadeh Zarei & Judith Mair*
14:05-14:25	#68 Helping organisations through unethical ways: An contingency model of tourism worker unethical pro-organisational behaviour *Hongmin (Jess) Yan, David Solnet & Tyler Okimoto*	#183 Tourism and hospitality enterprise: Pivoting pirouetting, or innovating in response to COVID-19 *Karina Wardle & Michelle O'Shea*	#137 Exploring the cognitive image of Australia as a Transformative Destination *Bahar Shafiei*	#107 Conceptualising the virtual events: SP-E-L Cube *Ryan Yung & Truc Hoang Le*	#86 Drivers of hospitality and tourism students' engagement and satisfaction with online learning: Comparative analysis *Marcela Fang, Kijung Choi, Soojung Kim & Bing Chan*	#185 The critical resources and resource-sharing and -creating mechanisms in sport tourism functional collaboration: An extended resource-based view *Md Ruhul Amin Mollah & Mohsen Loghmani*
14:25-14:45	#170 Examine the effects of mindfulness on attentional monitoring, acceptance, and job performance in hotel employees *Uma Panchapakesan*	#178 Government support programs: accessibility issues for micro, small and medium tourism enterprises *Kerrie King*	#157 Investigating defending nature of tourism character icons: Character-tourist relevancy, character reality *Toyohiko Sugimoto, Edwina Luck & Di Wang*	#30 Virtual journeys as new normal in religious tourism: A stop-gap arrangement or game-changer? *Kiran Shinde*	#101 Fostering student engagement in hybrid mixed-mode event management courses based on flipped learning and inclusive learning design *Leonie Lockstone-Binney, Rawan Nimri, Jason Doyle, Kevin Filo & Charmaine Fleming*	#154 The group does matter!: Effect of team attachment on runners' team-building behaviours *Ning (Chris) Chen, Xueli Wang & Jifang Dou*

Concurrent Session 5 (Tuesday, 8 Feb, 14:45-15:45)

	Technology-enabled Research Chair: A/P Brent Moyle	Destination Management & Governance #2 Chair: A/P Glen Croy	Cultural & Heritage Tourism Chair: Prof Can Seng Ooi	Stakeholders & Volunteers Chair: A/P Michael Volgger	Tourists, Guests & Visitors: Attitudes & Behaviours #1 Chair: Dr Michelle Thompson	Events & Society Chair: Dr Clifford Lewis
14:45-15:05	#169 Understanding the impact of tourism upon tourists wellbeing using technology *Anne Hardy, Sera Vada & Verity Cleland*	#19 Exploring Macau's food destination image from the providers perspective *Ka Pou Sio, Liz Fredline & Barry Fraser*	#184 Tourism roles in safeguarding intangible cultural heritage: A community perspective *Louisa Yee Sum Lee*	#20 Religious stakeholders in tourism: Tradition as competitive advantage? *Ricardo Nicolas Progano*	#84 Identifying senior travellers needs and their perception of service provision *Chrystal Zhang, Suyang Liu, Huizhi Wang, Ruirui Xia & Mingxuan Xie*	#48 Best practice and codes of conduct: Anti-harassment policies and women's safety at academic conferences *Elspeth Frew & Judith Mair*
15:05-15:25	#82 Where do we go now? And, how do we get there? Tourist route choice and wayfinding using micromobility in urban destinations *Richard J. Buning, Anne Hardy & Calvin Thigpen*	#49 Modelling business tourism demand to Saudi Arabia *Eman Alanzi, Nada Kulendran & Thu-Huong Nguyen*	#67 A critical realist tourism perspective examining indigeneity of Miao peoples in China *Jianhong Zhou & Johan R Edelheim*	#114 The roles of advisors in Chinese volunteer tourism sending organisations: Professional, supporter influencer *Guoyang Chen, Karen Smith & Christian Schott*	#31 Adventure tourism associations and interest across cultures *Ingo Janowski, Sarah Gardiner & Anna Kwek*	#69 The changing function of LGBTQI+ events *Oscar Vorobjovas-Pinta, Melissa Fong-Emmerson & Anne Hardy*
15:25-15:45	#106 Using technology to understand cruise ship passenger dispersal *Anne Hardy & Oscar Vorobjovas-Pinta*	#179 Adapting to the next normal: The role of destination image and perceived risk in tourist travel intention in Malaysia *Nik Hasham, Aaron Tkaczynski & Brent Ritchie*	#162 Cognitive and emotional dimensions of tourism experiences in heritage sites: Evidence from Sicily *Minh Tay Huynh, Cecilia Bartaloni & Thomas Aichner*	#209 Serious volunteers beyond the 36th America's Cup *Sandra Goh, Massimo Morellato, Abrar Faisal & Willem Coetzee*	#147 Commensality and social density in tourism and hospitality *Olivier Oren, Charles Arcodia, Margarida Abreu Novais & Richard N.S. Robinson*	#156 Community engagement at event planning and management: A host community perspective *Lakshi Senevirathna, Xin Jin & Ying Wang*

Concurrent Session 6 (Wednesday, 9 Feb, 11:20-12:40)

	Sustainable Tourism & the SDGs *Chair: Prof Anne Hardy*	The Workforce *Chair: Dr Aaron Hsiao*	Tourists, Guests & Visitors: Attitudes & Behaviours #2 *Chair: Prof Lisa Ruhanen*	Airports and Air Travel *Chair: Prof Gui Lohmann*	Tourists, Guests & Visitors: Attitudes & Behaviours #3 *Chair: Dr Noreen Breakey*	Event Management *Chair: Dr Monica Chien*
11:20-11:40	#142 Promoting justice through tourism: The case of tourism development in Qeshm Island *Tahereh Shahi, Mahmood Ziaee, Raymond Rastegar & Gholamreza Kazemian*	#215 Building a new normal in tourism employment and retention *Joanne Pyke, Ancy Gamage, Gabrielle Lindsay-Smith, Simon Darcy & Terry De Lacy*	#65 Do childhood travel habits drive adulthood travel behaviour? *Sarah Macinnes*	#8 How different was Australian air travellers' flight experience before and during COVID? *Chrystal Zhang, Xinyan Li, Jiani Lu, Yuting Sun & Yiqi Tao*	#14 Exploring Australian caravaners and campers top-of-mind perceptions and memorable experiences *Maria Raciti & David Gration*	#199 Residents' perceptions of importance and performance of event marketing in a destination *Amal Al Alawi, Charles Arcodia & Anna Kralj*
11:40-12:00	#44 Responsible tourism: A literature review on stakeholders' responsible tourism behaviour *Sarah Eichelberger*	#53 Barriers to developing hospitality workforce in emerging tourism destinations: Case of Myanmar *Angela Lee*	#75 Travel during childhood: Exploring children's perceptions of how travel influences global citizenship *Eliza Raymond*	#73 Fear of flying: Can humour help? *Anja Pabel, En Li & Leonie Cassidy*	#13 Exploring Vanuatu tourists' attitudes towards local canarium nut products *Maria Raciti & Aaron Tham*	#112 Trends and patterns in festivals and events research: A bibliometric analysis for the last 30 years *Andrew Sivijs*
12:00-12:20	#163 Authenticity dimensions and the sustainable development goals: Is there a congruence? *Truc H. Le, Charles Arcodia & Brent Moyle*	#174 Resetting the tourism workforce 'resilience dial' *Richard Robinson, Yawei Jiang & Daniel Gschwind*	#57 Perception of tourism atmosphere at mine sites: A cross-cultural analysis of atmospheric interventions *Ruzhen (Cheryl) Zhao, Michael Volgger, Ben Thomas & Xiumei Guo*	#129 Competitiveness analysis of medium-sized airports: Study based on a tourism city *Ying Liang, Jieqi Guan & Yui-yip Lau*	#109 Determination of relationships in the articles on generation Z and tourism in web of science database *Öznur AKGİŞ İLHAN, Tuğçe ÖZOĞUL BALYALI & Semra GÜNAY AKTAŞ*	#135 Meeting-incentive-travel value chain with Thai hospitality approach to Thailand's MICE for community development in post COVID-19 pandemic *Sasithorn Rattanaprayoon & Jaruwan Daengbuppha*
12:20-12:40	#54 Developing sustainable tourism indicators for city tourism in Malaysia *S. Mostafa Rasoolimanesh & Atchara Salee*	#205 Connecting the social and environmental spheres of sustainability - Effects of human resource management in hospitality *Antje Martins, Richard Robinson & David Solnet*	#29 Exploring tourist decision-making cues and processes when facing scams *Ding Xu, Laurie Murphy & Tingzhen Chen*	#182 Australian airport practices in delivering self-service technology to young adult travellers *Paresh Pant*	#45 Re-interpreting negative affective encounters in diaspora tourism *Tingting Elle Li*	

Concurrent Session 7 (Wednesday, 9 Feb, 13:30-14:30)

	Indigenous Tourism Chair: Dr Ulrike Erika Kachel	The Workplace Chair: A/P Anthony Brien	Critical Studies Chair: Dr Margarida Abreu Novais	Domestic Travel & Staycations Chair: Dr Aishath Shakeela	Sharing Economy Chair: A/P Mingming Cheng
13:30-13:50	#146 Queensland's Year of Indigenous Tourism: 2021 and beyond Rhonda Appo, Michelle Whitford & Lisa Ruhanen	#79 Creating a new normal for millennials in hospitality: A meaningful approach Jacobus Vorster, Bruce Prideaux & Linda Colley	#34 Taking the local-turn and making tourism better: Addressing the moral limits of the market Can-Seng Ooi	#155 The 'staycation games': How do residents respond to a competition to 'holiday at home'? Paul Stolk & Tamara Young	#40 Does host-guest interaction influence loyalty to the same Airbnb accommodation? Aji Cahya Nusantara, Christof Pforr & Michael Volgger
13:50-14:10	#6 What if you were not "welcome" to country? Truth-telling in settler colonial Australia Freya Higgins-Desbiolles	#22 The "next normal" of work: How tourism shapes the wellbeing of remote workers Ekaterina Chevtaeva, Barbara Neuhofer & Mattia Rainoldi	#115 Back to the future? A critique of the 'presentist' view of migrant employment in hospitality David Williamson, Candice Harris & Tracy Harkison	#144 Who is enjoying their own backyard? Jenny Panchal, Laurie Murphy & Ding Xu	#180 Trustworthy artificial intelligence in the sharing economy —A systematic review and meta-analysis Ying Chen, Catherine Prentice, Scott Weaven & Aaron Hsiao
14:10-14:30	#81 Creating authentic indigenous tourism experiences: A motivational perspective Roshis Krishna Shrestha, Jean-Nöel Patrick L'Espoir Decosta & Michelle Whitford	#103 Resisting control: How temporary migrants shatter the shackles of the 'gig' economy Tyler Riordan, Richard N.S. Robinson & Gerhard Hoffstaedter	#104 Constructive and disruptive processes in tourism social movements Octavio Barrientos, Glen Croy, Jagjit Plahe & Peter Holland	#110 Where are you going to stay? – Staycation and the influence of Airbnb photos in the post-pandemic era Mengyu Xia, Jialin (Snow) Wu & Shona Bettany	#159 Airbnb: "Poster-child" or "im-moral deviant" in COVID-19 destination recovery? Rodney W Caldicott, Supattra Sroypetch, Tania von der Heidt, Deborah Che & Sabine Muschter

Concurrent Session 8 (Wednesday, 9 Feb, 14:30-15:30)

| | Host Communities & Residents #2

Chair: A/P Tamara Young | Event Benefits and Impacts

Chair: Dr Ning (Chris) Chen | Environmental Sustainability

Chair: Dr Rawan Nimri | Environment & Wildlife

Chair: A/P Karen Hughes | The Worker: Attributes, Attitudes & Behaviours #2

Chair: Dr Anna Kralj |
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| 14:30-14:50 | #9 You look competent and attractive! Using self-presentation strategy to promote residents' prosocial behavior

Xiaojing Dong | #158 The intrinsic value of events from an individual perspective

Nicole (Nanyi) Yu, Judith Mair, Andy Lee & Faith Ong | #37 Field experimentation for environmentally sustainable tourism - A review and research agenda

Csilla Demeter, David Fechner & Sara Dolnicar | #15 Wildlife touching untouched by COVID-19: The case of 'fox hugs' in Japan

Émilie Crossley | #28 Leave or stay? Linking employees' affective responses to COVID-19 in the hospitality industry

Kijung Choi, Marcela Fang & Ajay Khatter |
| 14:50-15:10 | #143 Sacred resource conservation: A case study of customary-based rural tourism in Bali

Putu Devi Rosalina, Ying Wang, Karine Dupre & I Nyoman Darma Putra | #160 Towards a conceptual model of expected perceived value in hallmark events in a 'post-COVID-19' marketplace

Lizette Olivier | #105 Justifying flights to nowhere

Denis Tolkach & Stephen Pratt | #161 Conserving long-distance trails: An exploration of walker perceptions on the West Highland Way

Samantha Murdy & Jane Johnstone | #35 The influence of migrant workers' cultural background on hospitality service quality

Titania Suwarto, Christof Pforr & Michael Volgger |
| 15:10-15:30 | #168 What is for host-children in a developing country?: Exploring Cambodian children's engagement in tourism through cultural relativist lens

Mona Yang, Catheryn Khoo & Elaine Chiao Ling Yang | #202 Examining antecedents and consequences of visitor satisfaction in regional special events

Supawat Meeprom, Patcharaporn Mahasuweerachai & Tongrawee Silanoi | #206 Environmental sustainability, sustainable practices and hotels

Ajay Khatter, Leanne White, Joanne Pyke & Michael McGrath | #164 Virtual wildlife tourism: An ideal form of ecotourism?

Georgette Leah Burns & Judith Benz-Schwarzburg | #141 Exploring the interrelationships between work ethic, service climate and employee service behaviour: A study of the hotel industry in Nigeria

Belinda Nwosu, Michaili Veliziotis & Alessia D'Amato |

e-Poster Session 1 (Monday, 7 Feb, 16:00-16:15)

#Nuptothecup: Horse racing and the social licence to operate in Australia

Mucha Mkono, Aaron Tham, Karen Hughes & Stella Echentille

Changing for good? Online delivery of fine dining restaurant experiences in Australia

Sandra Cherro Osorio, Clare Lade & Ana Delevska

Humour: A missing tool to enrich children's learning experience in tourism settings

Fatemeh Fehrest, Jenny Panchal, Anja Pabel & Laurie Murphy

Planning best practices informing the development of a proposed scuba diving attraction- Stakeholder challenges in COVID-19 pandemic

David Coffey, Alexandra Coghlan, Sarah Gardiner & Aishath Shakeela

Putting the focus on film tourism - A state of the art review

Ashley Cooper, Bruce Prideaux & Michelle Thompson

e-Poster Session 2 (Tuesday, 8 Feb, 15:45-16:00)

Fake for real: Exploring factors that drive user engagement with virtual influencers in tourism

Li Xie-Carson, Pierre Benckendorff & Karen Hughes

Opportunities of virtual gastronomic tourism in South East Asia: An assessment of Airbnb online experiences

Do Thien Minh Tran, Sarah Gardiner & Sara Quach Thaichon

Staying afloat during the pandemic: Can eco-CSR spill over to financial resilience?

Alexandra Coghlan & Russell Hosp

To travel or not to travel in the 'next normal'?

Juan Yang, Brent Moyle & Anna Kralj

"Band-aid teaching": Exploring emotional online teaching experiences of hospitality educators

Anita Manfreda, Cindy Lee & Antoine Bisson

2. CONFERENCE COMMITTEE

Conference Chair
Associate Professor Leonie Lockstone-Binney

Scientific Committee Chairs
Associate Professor Brent Moyle and Dr Anna Kralj

Editorial Board Members:
- Dr Aishath Shakeela
- Dr Brad Hill
- Dr Ying Wang
- Associate Professor Alexandra Coghlan
- Associate Professor Leah Burns
- Dr Truc Le

Programming Committee Chair
Dr Elaine Yang

Programming Committee:
- Dr Rawan Nimri
- Dr Ying Wang
- Dr Margarida Abreu Novais
- Dr Xin (Cathy) Jin
- Dr Anna Kralj
- Jess Sanggyeong Je, CAUTHE HDR Representative

Sponsorship and Marketing Committee Chair
Associate Professor Kevin Filo

Deputy Chair: Dr Aaron Hsiao

Venues and Operations Committee Chair
Dr Barry Fraser

Volunteer Leaders
Mona Yang
Ingo Janowski
Olivier Oren
Paresh Pant
Ricardo Mahshi

Griffith Business School Work Integrated Learning Intern
Katie Lewis

CAUTHE Secretariat
Penny Jose

CAUTHE Social Media Liaison: Dr Effie Steriopoulos, William Angliss Institute

Professional Conference Organiser
Forum Group Events and Marketing: Lauren Hayward and Marya Eid

3. SPONSORS

3.1 List of Sponsors

Sponsor	Type	Specific inclusions
STR Share Center	Gold	Workshops
Brisbane Airport	Gold	
Griffith Aviation	Gold	
Griffith Institute for Tourism	Gold	Keynote sponsors
Griffith Business School	Gold	
Wiley Higher Education	Higher Education	
James Cook University	Higher Education	Book launch session
Intellect Books	Higher Education	
Elsevier	Bronze	
Goodfellow Publishers	Bronze	

3.2 Sponsor Inclusions

Gold:
- Mentions (logo inclusion) in ongoing marketing collateral
- Two online conference registrations that include all conference activities
- One full-colour A4 page advertisement placed in the online program
- Space in the Virtual Marketplace with opportunity to host pre-scheduled or impromptu meetings with delegates
- Mention at the conference opening and closing as well as inclusion in the sponsor and exhibitor section of the conference program
- Your logo to appear on the holding slides in the main plenary room (along with Silver and Bronze sponsor logos)
- 350-word organisation profile and hyperlinked logo on the sponsor and exhibitor page of the conference website
- Four mentions on the CAUTHE 2022 Conference social media platforms (Facebook, LinkedIn, Instagram, and Twitter): one upon receipt of payment, one prior to, one during and one post conference
- A delegate list provided to you one week prior to the conference (less privacy requests)

Higher Education Partners:
- Mentions (logo inclusion) in ongoing marketing collateral
- Space in the Exhibitor Hall with opportunity to host pre-scheduled or impromptu meetings with delegates
- One full-colour A5 page advertisement placed in the conference program
- Mention at the conference opening and closing as well as inclusion in the sponsor and exhibitor section of the conference program
- Your logo to appear on the header slides in the main plenary room (along with Gold, Silver and Bronze sponsor logos)
- 250-word organisation profile and hyperlinked logo on the sponsor and exhibitor page of the conference website
- Two mentions on the CAUTHE 2022 Conference social media platforms (Facebook, Instagram, LinkedIn and Twitter): one upon receipt of payment, one prior to and one during the conference

- A delegate list provided to you one week prior to the conference (less privacy requests)

Bronze:
- Mentions (logo inclusion) in ongoing marketing collateral
- Space in the Virtual Marketplace with opportunity to host pre-scheduled or impromptu meetings with delegates
- One full-colour A6 page advertisement placed in the conference program
- Mention at the conference opening and closing as well as inclusion in the sponsor and exhibitor section of the conference program
- Your logo to appear on the header slides in the main plenary room (along with Gold and Silver sponsor logos)
- 150-word organisation profile and hyperlinked logo on the sponsor and exhibitor page of the conference website
- Two mentions on the CAUTHE 2022 Conference social media platforms (Facebook, Instagram, LinkedIn and Twitter): one upon receipt of payment and one either prior to or during the conference
- A delegate list provided to you one week prior to the conference (less privacy requests)

Variations to these packages were negotiated with sponsors on an individual basis.

4. DELEGATE PROFILE

4.1 Delegates by Registration Type and Place of Origin

Registration type (Online)	Total
Full registration	
CAUTHE Member	76
Non-member	17
Membership renewal	29
Student registration	
CAUTHE Member	36
Non-member	13
Membership renewal	32
Single day registration	27
	230
Speaker / Panellist	18
Fellow	4
Sponsor	8
Volunteers and WIL Intern	6
TOTAL	**266**
Paid delegates (Place of origin)	
Australia	163 (71%)
New Zealand	18 (8%)
International	49 (21%)

4.2 Session Attendance

Activity	Description	Delegates
Day 1 – PhD/ECR & MCA Opening		79
Day 1 – PhD Panel	Employability	61
Day 1 – PhD Workshop	Activity-based group competition	42
Day 1 – MCA Panel	How to become and effective mentor	43
Day 1 – MCA/ECR Panel	Managing sustainable and meaningful careers	56
Day 1 - PhD/ECR & MCA session	Small group mentoring	115
Day 1 – Opening Ceremony	Opening by Vice Chancellor and President Professor Carolyn Evans, Griffith University	133
Day 1 – Social Function	Online cocktail/mocktail class	49
Day 2 – STR Workshop 1	State of the global hotel industry recovery	41
Day 2 – STR Workshop 2	New of 22 – SHARE Center update and introduction	19

Day 2 – Keynote 1	Indigenous tourism: What is it? Dr Valerie Cooms	116
Day 2 – Panel 1	Shaping the next normal in tourism, hospitality and events: An international perspective	96
Day 3 – Panel 2	Get set for the 2032 Olympic and Paralympic Games	93
Day 3 – Keynote 2	Tourism resilience in the next normal – Professor Girish Prayag	118
Day 3 – The CAUTHE Great Debate	Chaired by Professor Charles Arcodia	129
Day 3 - Closing Ceremony	Close by Pro Vice Chancellor (Business) Professor David Grant, Griffith University	117

5. PAPER AND ABSTRACT REVIEW PROCESS

5.1 Track Chairs, Scientific Committee Members & Peer Reviewers

Scientific Committee Chairs
Associate Professor Brent Moyle and Dr Anna Kralj

Track Chairs (Editorial Board of the Scientific Committee)

A/Prof.	Leah	Burns	Griffith University	Planet Track
A/Prof.	Alexandra	Coghlan	Griffith University	Pandemic Track
Dr	Brad	Hill	Griffith University	Policy & Planning Track
Dr	Truc	Le	Griffith University	Promotion Track
Dr	Aishath	Shakeela	Griffith University	Place Track
A/Prof.	Ying	Wang	Griffith University	People Track

Editorial Board & Scientific Committee Co-ordinator

Ms	Mona	Yang	Griffith University

Scientific Committee Members

A/Prof.	Tracy	Harkison	Auckland University of Technology
Dr	David	Williamson	Auckland University of Technology
Dr	Anja	Pabel	Central Queensland University
Dr	Fazlul	Rabbanee	Curtin University
A/Prof.	Michael	Volgger	Curtin University
Dr	MingMing	Cheng	Curtin University
Dr	Eunjung	Kim	Edith Cowan University
Dr	Oscar	Vorobjovas-Pinta	Edith Cowan University
Dr	Laura	Lesar	Flinders University
Dr	Debbie	Cotterell	Griffith College
Dr	Margarida	Abreu Novais	Griffith University
Prof.	Charles	Arcodia	Griffith University
Prof.	Susanne	Becken	Griffith University
Dr	Emily	Chen	Griffith University
Dr	Nina	Dhirasasna	Griffith University
A/Prof.	Sarah	Gardiner	Griffith University
Dr	Rob	Hales	Griffith University
Dr	Charles	Jebarajakirthy	Griffith University
Dr	Cathy	Jin	Griffith University
Dr	Rawan	Nimri	Griffith University
Prof.	Karine	Dupre	Hong Kong Polytechnic University
A/Prof.	Sebastien	Filep	Hong Kong Polytechnic University
Dr	Hongbing	Zhu	Huangshan University
Dr	Denis	Tolkach	James Cook University
A/Prof.	Elspeth	Frew	La Trobe University Melbourne
Dr	Glen	Croy	Monash University
A/Prof.	Kevin	So	Oklahoma State University
Dr	Julia	Albrecht	University of Otago

Dr	Craig	Lee	University of Otago
Prof.	Marianna	Sigala	University of Piraeus
Dr	Mucha	Mkono	University of Queensland
Dr	Faith	Ong	University of Queensland
A/Prof.	Richard	Robinson	University of Queensland
A/Prof.	Gabby	Walters	University of Queensland
Dr	Arghavan	Hadinejad	University of South Australia
Prof.	Can Seng	Ooi	University of Tasmania
Dr	Aaron	Tham	University of the Sunshine Coast
Dr	Jenny	Le	Vin University
Dr	Kijung	Choi	William Angliss Institute
Dr	Effie	Steriopoulos	William Angliss Institute

Peer Reviewers

Dr	Elizabeth	Agyeiwaah	Mr	Paresh	Pant
Dr	Esther	Anderson	Dr	Eerang	Park
Dr	Hamish	Bremner	Dr	Joanna	Pearce
Dr	Patcharaporn	Bunlueng	Dr	Rachel	Perkins
Prof.	Bill	Carter	Prof.	Stephen	Pratt
Dr	Nan	Chen	Prof.	Bruce	Prideaux
Dr	Vicky	Chen	Dr	Jessica Mei	Pung
Dr	Ubaldino	Cuoto	Dr	Raymond	Rastegar
Dr	Yi-Chen	Duan	Mr	Tyler	Riordan
Dr	Marcela	Fang	Prof.	Lisa	Ruhanen
Dr	Carolina	Garcia	Dr	Purimprach	Sangkaew
Dr	Edmund	Goh	Dr	Purimprach	Sangkaew
Dr	Sandra	Goh	Dr	Vikki	Schaffer
Ms	Ngaire	Griggs	Prof.	Noel	Scott
Dr	Mehdi	Hafezi	Ms	Fatimath	Shiraani
Dr	Stuart	Hayes	Dr	Lenna	Shulga
Prof.	Sam	Huang	Ms	Ada	Sio
Prof.	Andreas	Humpe	Ms	Johnnel	Smith
Mr	Ingo	Janowski	Dr	Sunny	Son
Dr	Yawei	Jiang	Mr	Paul	Strickland
Dr	Ajay	Khatter	Dr	Songsin	Teerakunpisut
Dr	Eliza	Kitchen	Dr	Madura	Thivanka
Mr	Justin	Kitin	A/Prof.	Dewi	Tojib
Dr	Matthew	Lamont	Ms	Sherry	Tseng
Dr	Sean	Lee	Dr	Sera	Vada
Prof.	Timothy	Lee	Dr	Lenny	Vance
Dr	Clifford	Lewis	A/Prof.	Michelle	Whitford
A/Prof.	Shanshi Stone	Li	Ms	Kanchana	Wickramasinghe
Dr	Emily	Ma	Mr	CK Chris	Wong
Ms	Mahdis	Madani	Prof.	Shuang	Xin
Mr	Ricardo	Mahshi	A/Prof.	Xueyan	Xu
Dr	Natasha	Montesalvo	Ms	Hongmin Jess	Yan
A/Prof.	Laurie	Murphy	Ms	Annie	Yang
Dr	Sharen	Nisbet	Ms	Yi	Yang

Mr	Nick	Noghan	Dr	Isabella	Ye
Mr	Aji	Nusantara	Mrs	Annastasia	Yeark
Dr	Belinda	Nwosu	Ms	Joanne	Yu
Mr	Olivier	Oren	Dr	Ryan	Yung
Dr	Sandra	Osorio	Dr	Zara	Zarezadeh
Dr	Jenny	Panchal	Dr	Guojie	Zhang

5.2 Refereeing Process

Aligned to the conference theme 'Shaping the Next Normal in Tourism, Hospitality and Events', the tracks for the CAUTHE 2022 Conference sought to cut across disciplinary silos to bring together ideas from a variety of fields in order to encourage the 'next normal' of thinking.

The Scientific Committee welcomed full research papers and working across six core tracks:
- **PEOPLE** (e.g., tourists, guests, hosts, workers, residents, communities, social sustainability, behaviours, attitudes): how are people impacted by, and how do people impact on, the 'next normal'?

- **PLACE** (e.g., destinations, attractions, workplaces, core-periphery, mobilities, virtual places): what are the factors influencing the place where tourism and hospitality experiences are delivered in the 'next normal'?

- **PLANET** (e.g., environmental sustainability, triple bottom line): how will the 'next normal' impact on the achievement of sustainability goals?

- **PANDEMIC** (e.g., effect/impact of COVID, adaptation, resilience): how has the pandemic re-shaped 'normal' and what are the opportunities for adapting to the 'next normal'?

- **PROMOTION** (e.g., communicating value, public relations, target markets, 'open for business'): how will the 'next normal' impact on tourism, hospitality and events offerings, marketing messages and communication channels?

- **POLICY & PLANNING** (e.g., government, NGOs, modelling, collaboration): how can effective policy and planning responses be developed for the 'next normal'?

Response to the call for papers was overwhelming, with 192 papers submitted for consideration. The CAUTHE 2022 conference followed rigorous standards to ensure the quality of the research papers. All submissions progressed through a double-blind peer review process managed by the Editorial Board of the Scientific Committee, which consisted of the Co-Chairs of the Scientific Committee, and the Track Chairs. The Editorial Board was assisted by the Scientific Committee members and a wider pool of peer reviewers (as nominated by the Scientific Committee members). At least one member of the Scientific Committee reviewed every manuscript submitted to the conference. The Co-Chairs would like to thank the six Track Chairs, the 39 members of the Scientific Committee and the 80 peer reviewers who lent expertise in the review and processing of papers for potential inclusion in the conference. This service to the field is duly acknowledged and greatly appreciated, and a testament to the strength of the CAUTHE organisation. Special mention goes to our Editorial Board and Scientific Committee Coordinator, Ms Mona Yang, for her dedication to administering the process. These combined efforts were commended by delegates with the quality of feedback from referees rating 4.30 (n = 101) in the formal evaluation.

5.3 Key Dates

- Full paper submission: 31 October 2021 - extended until 14 November 2021
- Working paper submission: 31 October 2021 - extended until 14 November 2021

6. PAPERS AND PRESENTATIONS

6.1 Paper and presentation session key features

Rather than rely on self-allocation into tracks, following receipt of the full paper submissions the Scientific Committee worked in consultation with the Programming Committee to complete a content analysis of submitted manuscripts, leading to the identification of 24 themes which have been transitioned into programmed sessions which reflect the content of the manuscripts submitted via the six core tracks.

1. Workers, Workplaces & the Workforce
2. Tourists, Guests & Visitors
3. Host Communities & Residents
4. Stakeholders & Volunteers
5. Destination Management & Governance
6. Destination Image & Branding
7. Economic, Market & Competitive Analysis
8. Marketing, Consumer Behaviour & Experience Design
9. Resilience, Risk & Crisis Management
10. Sustainability, Green Practices & the SDGs
11. Regenerative Tourism
12. Virtual Reality, Robotics & Digital Technology
13. Event Management: Sustainability, Performance & Impact
14. Scholarship of Teaching in Tourism, Hospitality & Events
15. Research: Methods, Measures & Impact
16. Critical Studies in Tourism, Hospitality & Events
17. Gender Studies
18. Domestic Travel & Staycations
19. The Sharing Economy
20. Cultural & Heritage Tourism
21. Indigenous Tourism
22. Cruise Industry
23. Airports & Air Travel
24. Sports Research

Of the 192 submitted papers, 179 were programmed for presentation at the conference – this was comprised of 34 full research papers and 145 working papers. Of the programmed papers, 169 were presented as oral presentations with the remaining 10 presented in a poster format.

Our 260 delegates contributed to eight topical and thought-provoking concurrent sessions, sharing latest research insights from around the globe. Of the programmed papers, 169 were presented as oral presentations with the remaining 10 presented in a poster format. Whilst many of us miss the in-person CAUTHE experience, the online conference format facilitated engagement from delegates from further afield, beyond CAUTHE's traditional target markets. In 2022, the CAUTHE community was expanded by delegates from Turkey, Greece, Sri Lanka, Japan, Iran, Macao, Taiwan, Malaysia, Hong Kong, China, to name but a few.

In addition to the concurrent sessions, our program included speakers and panellists drawn widely from Australia, New Zealand, the United States, Dubai, Thailand, Portugal, Canada and Hong Kong. In terms of program innovations, we trialled a condensed 3-day conference program, which was well received by delegates, with the conference program rating 4.30 (out of 5, n= 115) in the post-conference evaluation. We trialled a lightning-presentation format of 5 minutes presentation + 5 minutes Q&A on Day 1 of the conference. We also programmed

in a 5-minute break between each presentation to allow smooth transition and delegates to move between sessions. These innovations appear to have been favourably received with the timing and chairing of sessions also rating highly (m = 4.34, n = 115). To make the online conference more interactive, engaging and fun, we also trialled the CAUTHE Conference Challenge using gamification built into the online conference platform and the use of graphic recordings to distil key messages from our two highly topical panel sessions.

6.3 Paper and presentation summary

Item	Number
Keynote presentations	2
Panel presentations	2
Workshops	2
Total papers submitted	192
Total papers programmed	179
Full papers	34
Working papers	145
Papers presented	
Poster	10
Lightning format	33
Traditional format	136

7. FINANCIAL SUMMARY

The financial reporting is in AUD.

7.1 Registration Fees

Registration Type	Rate (including GST)
Full registration	
• CAUTHE Member	$235
• Non-member	$400
• Membership renewal	$355
Student registration	
• CAUTHE Member	$145
• Non-member	$235
• Membership renewal	$205
Single day registration	$100
PhD workshop	$28
MCA workshop	$83

Note: All rates inclusive of GST; membership renewal rates are inclusive of the CAUTHE Associate Membership fee.

7.2 Sponsorship Income

Organisation	Total (excluding GST)
STR Share Center	$1,500
Brisbane Airport	$2,000
Griffith Aviation	$2,000
Griffith Institute for Tourism	$1,000
Griffith Business School	$10,000
Wiley Higher Education	$500
James Cook University	$500
Intellect Books	$300
Elsevier	$500
Goodfellow Publishers	$150
TOTAL	**$18,450**

Note: GST was charged on sponsorship packages

7.3 Conference Income and Expenditure

Income	
Conference registrations*	$43,218.62
Sponsorship	$18.450.00
Total income	**$61,668.62**
Expenditure	
Fixed costs	
Forum Group – EventsAir and OnAir	$12,100.00
Forum Group - Project Management	$14,300.00
PCO Onsite costs	$8,800.00
CAUTHE Secretariat Support	$1,000.00
Conference concept development	$940.00
Online social functions	$3,025.00
Gala Dinner Venue	$3,750.00
Welcome to Country	$660.00
Variable costs	
CAUTHE Naming Fee Levy ($12.50pp Online)	$2,875.00
Speaker gifts	$875.00
Total expenditure	**$48,325.00**
PROFIT/LOSS	**$13,343.62**

*Excludes GST and CAUTHE membership fees

7.4 Funds to CAUTHE

Membership fees collected	
• Full membership (n = 32)	$3,520.00
• Student membership (n = 33)	$1,815.00
CAUTHE Secretariat Support	$1,000.00
CAUTHE Naming Fee Levy	$2,875.00
TOTAL	**$9,210.00**

8. DELEGATE FEEDBACK

The evaluation surveys were administered to delegates immediately after the conclusion of the conference.

8.1 Main Conference – 7th-9th February 2022

Analysing the results of the main evaluation survey, the majority of respondents were regular CAUTHE attendees (51%, n= 65), with word of mouth also being an important driver of conference attendance (21%, n = 27). The majority of respondents were academics or researchers (61%, n = 78), followed by students being the next largest attendee group (40%, n = 43). 68% of respondents indicated they were CAUTHE members.

In terms of usage of the features of the online conference platform, 21% of respondents (n = 26), used the virtual exhibition and meeting space to engage with a CAUTHE Fellow, 46% (n = 58) to engage with another delegate but only 8% (n = 10) took advantage of this space to engage with a sponsor.

The pre-conference and conference experience was evaluated by delegates using a series of Likert scale items. Pleasingly, all items rated above 3.00, with the lowest rated item (opportunities for networking) rated 3.47. This suggests that respondents rated the pre- and actual conference experience to be of high quality.

	Items	N	Mean	Std. Deviation
Pre-conference	Ease of access to pre-conference information	121	4.04	.860
	Information on the CAUTHE 2022 conference website	121	4.05	.874
	Regular and timely conference promotion	119	4.18	.863
	Effectiveness of social media communications eg. Twitter, Facebook, LinkedIn	99	4.15	.861
	Ease of use of online registration form	117	4.10	1.045
	Efficiency of registration	117	4.15	1.014
	Rate of reply to conference enquiries	106	4.31	.877
	Ease of use of the paper management system	88	3.99	1.000
	Process of handling refereed and working papers	100	4.00	.943
	Quality of feedback from referees	101	4.30	.819
Keynote 1 – Valerie Cooms	Theoretical or practical sophistication	76	4.09	.912
	Quality of presentation	77	3.78	1.108
	Usefulness of session	77	4.16	.961
	Q & A session	69	3.99	.993
Keynote 2 – Girish Prayag	Theoretical or practical sophistication	78	4.31	.744
	Quality of presentation	78	4.32	.764
	Usefulness of session	78	4.22	.816
	Q & A session	72	4.22	.773
Panel 1 – International perspectives	Theoretical or practical sophistication	78	4.35	.621
	Quality of presentation	79	4.38	.626
	Usefulness of session	78	4.35	.621
	Q & A session	77	4.25	.710

Panel 2 – Olympics	Theoretical or practical sophistication	70	4.31	.790
	Quality of presentation	71	4.39	.686
	Usefulness of session	71	4.39	.727
	Q & A session	69	4.38	.709
Concurrent sessions	Range of perspectives presented	117	4.39	.682
	Quality of presentations	117	4.18	.761
	Usefulness of session	117	4.22	.684
	Audio-Visual support	117	4.37	.867
E-poster sessions	Usefulness of session	67	4.07	.858
	Q & A session	59	3.83	1.020
	Audio-Visual support	58	3.83	1.230
Opening Ceremony	Theoretical or practical sophistication	72	4.10	.735
	Quality of presentation	84	4.20	.708
	Usefulness of session	83	4.10	.790
	Q & A session	61	4.03	.774
Cocktail/Mocktail session	Entertainment	39	4.44	.821
	Online service and support	39	4.49	.823
	Online conference experience quality	40	4.30	.883
STR Session 1	Theoretical or practical sophistication	41	4.39	.666
	Quality of presentation	41	4.37	.698
	Usefulness of session	41	4.34	.728
	Q & A session	38	4.29	.732
STR Session 2	Theoretical or practical sophistication	35	4.40	.775
	Quality of presentation	35	4.31	.758
	Usefulness of session	35	4.29	.789
	Q & A session	34	4.21	.770
Great Debate	Entertainment	86	4.38	.856
	Online service and support	81	4.41	.833
	Online conference experience quality	86	4.27	.900
Closing Ceremony	Online service and support	79	4.30	.790
	Online conference experience quality	81	4.25	.859
Online conference experience	Ease of access	116	4.29	.769
	Online video & audio quality	116	4.28	.863
	Online interaction quality	116	3.97	1.012
Overall conference experience	Conference theme	116	4.36	.651
	Value for money – registration fee	114	3.88	.970
	Conference program	115	4.30	.713
	Timing / chairing of sessions	115	4.34	.826
	Online enquiries dealt with efficiently	104	4.24	.930
	Opportunities for networking	109	3.47	1.068
	Usefulness of the conference online platform	115	3.90	1.079
	Benefit / interest of the sponsors or exhibitors (for you)	81	3.48	1.163
	Overall online conference operation	116	4.08	.961

8.2 PhD/ECR Workshop – Monday 7th February 2022

19 participants completed the PhD/ECR workshop evaluation survey, with the majority of respondents indicating they were PhD students (84%, n= 16). 84% of respondents indicated they would consider attending next year's workshop and 95% suggested they would be willing to recommend the experience to other PhD students and ECRs. Akin to the main

conference evaluation, all scale items evaluating the PhD/ECR workshop rated above 3.00, with the lowest rated item (group based activity session) rated 3.62.

		N	Mean	Std. Deviation
Workshop elements	Overall workshop content	19	4.47	.612
	PhD / ECR Panel Session: Employability	13	4.77	.439
	PhD Workshop: Activity-based Group Competition	13	3.62	1.044
	ECR / MCA Panel Session: How to become an Effective Mentor	7	4.71	.488
	ECR/MCA Panel Session: Managing Sustainable and Meaningful Careers	5	4.60	.894
	Small Group Mentoring with Senior Academics	19	4.95	.229
	Opportunities for discussion and feedback	17	4.12	.993
	Opportunities for networking	17	3.71	.920
	Overall relevance of the program to you	18	4.39	.698
Quality of online workshop experience	Ease of access	19	4.00	.816
	Online video & audio quality	19	4.32	.582
	Online interaction quality	19	3.95	.848

8.2 MCA Workshop – Monday 7th February 2022

7 participants completed the MCA workshop evaluation survey. Of this number, 71% indicated they would consider attending the next MCA event in 2024 and 86% suggested they would be willing to recommend the event to other mid-career academics. Whilst the workshop elements were favourably rated (all above 4), relative to the expectations of attendees being met, the workshop appears to have not fully realised these expectations, particularly in relation to academic promotion.

		N	Mean	Std. Deviation
Workshop elements	Overall workshop content	6	4.50	.548
	ECR / MCA Panel Session: How to become an Effective Mentor	6	4.67	.516
	ECR / MCA Panel Session: Managing Sustainable and Meaningful Careers	7	4.14	.900
	Small Group Mentoring with Senior Academics	6	4.83	.408
	Overall relevance of the program to you	7	4.43	.787
	Opportunities for discussion and feedback	6	4.17	.983
	Opportunities for networking	6	4.00	.894
	Career Development	7	4.00	.816

Expectations met in relation to:	Academic Promotion		7	3.00	1.155
	Professional practice		7	3.43	1.397
	Academic leadership		7	3.86	1.069

Note for all tables: N/A responses excluded from analysis. All items measured on a 5-point Likert scale

9. MEDIA AND COMMUNICATIONS

Social media strategy

The social media plan was executed by the Sponsorship and Marketing Chair (Kevin) and Deputy Chair (Aaron) in direct consultation with Penny and Effie. Kevin and Aaron would develop a program of posts encompassing between one to three weeks' worth of draft posts that would be reviewed by Leonie as Conference Chair as well as two volunteer leaders within sponsorship and marketing (Paresh & Olivier). For select posts, additional Organising Committee members were consulted (e.g., Elaine was asked for input on Programming-related posts). Once these draft program of posts were finalised, they were submitted to Penny and Effie who managed the design and posting of each entry.

The first post was made during the second half of October. Two posts per week were made from this first post through to the Christmas holidays (on Wednesdays and Fridays). After the new year, posts increased to three times per week up until the conference went live (Mondays, Wednesdays, and Fridays). During the conference, one post was made per day, managed by the Organising Committee. Categories of posts included: conference logistics (e.g., reminders of the paper submission deadline), programming announcements (e.g., sharing various panellist and keynote details), general CAUTHE promotion (e.g., selling the benefits of registering, CAUTHE community appreciation e.g., a thank you to reviewers, the development of CAUTHE 2022 branding), and sponsorship announcements (e.g., welcoming and thanking sponsors). The program of posts was developed based upon the 2021 Program of Posts which was kindly provided to the Organising Committee by Penny and Effie. Where possible, gifs, memes and subtle humour were used in the crafting of posts to provide a distinct voice for CAUTHE 2022. Consistent with previous years, four social media channels were utilised: Facebook, LinkedIn, Instagram and Twitter).

The graphs below illustrate visits and reach across the CAUTH Facebook page and Instagram profile across the three months prior to the conference:
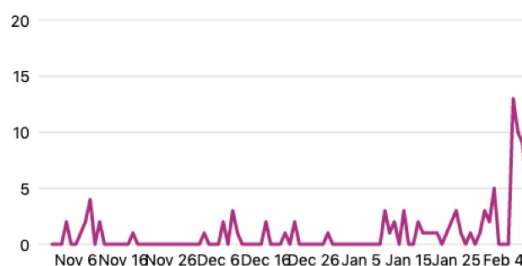
Page and profile visits
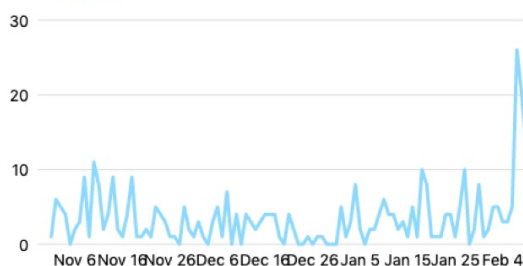
10. SUMMARY

10.1 What worked

Based on the open-ended evaluation data and the insights of the Organising Committee:
- The program of speakers (keynotes and panellists) were praised for being topical, inclusive and engaging.
- The technical support provided to presenters.
- Speakers and panellists were offered the option of a giftcard or a donation to a charity of their choosing as a thank you for their contribution. Based on their generosity, $875 was donated to charities including the Currumbin Wildlife Sanctuary, The Indigenous Literacy Foundation, The Rotary Foundation, World Vision, 1 Million Women, McGrath Foundation and Ronald McDonald House Charities.
- 5 minute breaks between each concurrent session presentation to allow delegates to move between sessions.
- The Great Debate.
- Navigation in and around the online platform.
- Online live and interesting concurrent session presentations.
- The structure and advanced recruitment of the Scientific Committee and Editorial Board – this expedited the paper review process significantly.
- Weekly meetings of the core Organising Committee members to expedite conference planning over the reduced timeframe (6 months, compared to the typical 18 month planning window for CAUTHE Conferences).
- The registration system was linked to CAUTHE's membership system, although their remained some minor issues with the registration process not always correctly identifying membership status.
- The gamification feature of the online platform.
- PhD/ECR and MCA workshops:
  - The small group mentoring sessions.
  - Pre-conference survey that was used to match mentors/mentees based on preferences expressed.
- The sharing of marketing and sponsorship materials from previous CAUTHE conferences (e.g., program of social media posts; sponsorship prospectus; list of past sponsors) was incredibly helpful to the marketing and sponsorship team.
- Penny's design touch on social media posts was always impressive.
- The sponsorship team drafted an extensive sponsorship 'hit list' and approached many potential sponsors in the lead up to the conference. This translated to a lot of no's and/or no responses, but also allowed us to craft our pitch effectively.

10.2 What didn't work as well

Based on the open-ended evaluation data and the insights of the Organising Committee:
- Fewer New Zealand and international delegates compared to the 2021 Online Conference, potentially due to the clash with the Waitangi Day public holiday on 7th February 2022.
- The paper management system (EventsAir) - The EventsAir paper management system was not fit for the academic paper review task, with a lot of necessary functions completely missing from the system. This led to manual workarounds and duplicate record-keeping, which meant the process was a lot less efficient and reliable than it could have been if the software was fit for purpose. Dr Anna Kralj is

happy to provide more specific feedback about the software to the CAUTHE Executive, if required.

- Ask a Fellow/Virtual Exhibition Hall
  - o Limited engagement with sponsors via the online platform.
  - o Ask a Fellow was hidden in the Virtual Exhibition Hall rather than being set up as a distinctive feature on the platform.
- The significant delay in contracting Forum Group as the PCO due to the execution of the conference agreement between Griffith University and CAUTHE. This meant the conference website was not launched until early September 2021.
- The high degree of uncertainty in planning a hybrid conference during the COVID-19 pandemic. Undoubtedly, delegates were disappointed with the conference going fully online but this was deemed unavoidable by the Organising Committee in light of the Omicron surge in COVID cases.
- Poster presentations:
  - o Technical issues and limited time allocation leading to several presenters missing the opportunities to interact with delegates.
- PhD/ECR and MCA workshops:
  - o Technical issues caused by the large number of breakout rooms and the fact that the Programming Committee had to manually enrol participants into groups (not facilitated by the platform).
- Conference platform (OnAir):
  - o It did not allow the presenter(s) and audience to see each other online.
  - o Platform not fully utilised (e.g., the announcement feature) due to the lack of information about the available features.
  - o Limited time to test the platform prior to the conference.
  - o Access issues for dignitaries, speakers, panellists and workshop mentors who were not registered delegates.
- The workload of social media posting during the conference needed clarification well in advance of the conference dates.
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- Finances:
  - o When originally planning for hybrid delivery, this necessitated an unwieldly number of registration categories (30 in total) to accommodate earlybird and standard registration, member, non-member and renewing member registration and online versus in-person attendance. These were collapsed into a smaller number of registration categories with the move to fully online delivery.
  - o Payment of registration by invoice was made available to all delegates. This led to significant delays in reconciling the conference budget as a significant number of delegates exceeded the 30-day payment terms. It is suggested payment via invoice be made an exception to the norm (i.e., in the case where institutions are bulk registering several delegates in one transaction).