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CAUTHE 2019

**Sustainability of Tourism, Hospitality & Events in a
Disruptive Digital Age**

Conference Program

11-14 FEBRUARY 2019



Proudly hosted by



CAUTHE 2019

CONFERENCE CONVENOR

Professor Bruce Prideaux

Director – Centre for Tourism and Regional Opportunities

School of Business & Law

CQUniversity Australia

Cairns QLD 4870

CONFERENCE HOSTS

Central Queensland University

The School of Business and Law, CQUniversity is proud to host the 2019 CAUTHE Conference in Cairns.

In recent years CQUniversity has experienced significant growth in student numbers, new courses, new campuses, infrastructure and reputation has seen it emerge as one of Australia's truly great regional universities.

Originally founded in Rockhampton in 1967 as the Queensland Institute of Technology (QIT) Capricornia, it was granted full University status in 1992 as the University of Central Queensland. The University rebranded to CQUniversity in 2009 and now has more than 30,000 students. It has established itself as one of the largest universities based in regional Australia, with campuses in Adelaide, Brisbane, Bundaberg, Cairns, Emerald, Gladstone, Mackay, Melbourne, Noosa, Perth, Rockhampton, Sydney and Townsville and a network of study hubs and universities centre partnerships throughout mainland Australia.

Delivering more than 300 courses from Certificate to PhD level, CQUniversity's unique vision for diversity, outreach, engagement, research, learning and teaching, and inclusiveness have led to it being recognised among the world's top 600 universities by the prestigious Times Higher Education World University Rankings. A strong history of engagement and social innovation has also led to CQUniversity being recognised as Australia's only Changemaker Campus by global social innovation group Ashoka U.

Centre for Tourism and Regional Opportunity

The Centre for Tourism and Regional Opportunities (CTRO) headed by Professor Bruce Prideaux is a joint partnership between the School of Business and Law and the Office of Indigenous Engagement at Central Queensland University. Research undertaken by the CTRO is applied and multidisciplinary with a specific focus on tourism, resource activity, Indigenous development, service industry innovation and regional development. The Centre draws its members from a wide range of disciplines including tourism, management, marketing, regional economics and indigenous studies. The Centre operates principally from the Cairns and Rockhampton campuses.

CONFERENCE ORGANISING COMMITTEE

Professor Bruce Prideaux (Chair)

Dr Michelle Thompson

Dr Anja Pabel

Dr Elena Kononov

Dr Kylie Radel

Dr Wendy Hillman

Professor Lee Di Milia

FULL PROGRAM OVERVIEW

MONDAY 11 FEBRUARY: BILL FAULKNER PHD/ECR WORKSHOP	
8.00am	Workshop Registration and Coffee <i>Venue: Pullman Cairns International, Grand Ballroom Foyer</i>
8.45am – 5.30pm	Bill Faulkner Annual PhD/ECR Workshops <i>Venue: Tully Rooms</i>
4.00pm – 6.00pm	Registration <i>Venue: Grand Ballroom Foyer</i>
6.00pm	Networking Function – <i>Venue: Wharf One Café</i>
TUESDAY 12 FEBRUARY: CONFERENCE (DAY 1)	
8.00am	<i>Registration Opens, Welcome Coffee</i> <i>Venue: Pullman Cairns International, Grand Ballroom Foyer</i>
8.45am	Welcome and Opening Ceremony <i>Venue: Grand Ballroom</i>
9.30am	Keynote Speaker 1 - Ms Pip Close, CEO, Tourism Tropical North Queensland Creating Emotional Connection through Digital Channels <i>Venue: Grand Ballroom</i>
10.30am	Morning Tea – <i>Grand Ballroom Foyer</i> , kindly sponsored by Cairns Regional Council
11.00am	Concurrent Paper Session 1 • Interpretation and education – <i>Room: Tully 1</i> • Critical approaches focusing on culture – <i>Room: Tully 2</i> • Indigenous and cultural tourism I – <i>Room: Tully 3</i> • Pedagogical issues – <i>Room: Bluewater 1</i> • Destination development perspectives – <i>Room: Bluewater 2</i> • Managing risks perceptions and reputation – <i>Room: Rosser</i>
12.00pm	Lunch – <i>Grand Ballroom Foyer</i> Book launch – Coral Reef Tourism
1.00pm	Concurrent Paper Session 2 • Visitor satisfaction in an age of disruption – <i>Room: Tully 1</i> • Contemporary hospitality issues – <i>Room: Tully 2</i> • Entrepreneurial perspectives in tourism – <i>Room: Tully 3</i> • New approaches to educating tomorrow's tourism managers – <i>Room: Bluewater 1</i> • Special interest tourism I – <i>Room: Bluewater 2</i>
2.00pm	Concurrent Paper Session 3 • Food marketing and management I – <i>Room: Tully 1</i> • Service and destination recovery – <i>Room: Tully 2</i> • Consumer behaviour in the digital age – <i>Room: Tully 3</i> • The sharing economy – <i>Room: Bluewater 1</i> • Sustainability online – <i>Room: Bluewater 2</i> • Enhancing tourism management I – <i>Room: Rosser</i>
3.30pm	Afternoon Tea – <i>Grand Ballroom Foyer</i>
4.00pm	CAUTHE Annual General Meeting – <i>Grand Ballroom</i>
5.30pm	CAUTHE Chapter Directors' Meeting – <i>Grand Ballroom</i>
6.00pm	Welcome Reception – <i>Pool Deck, Pullman Cairns International</i>

WEDNESDAY 13 FEBRUARY: CONFERENCE (DAY 2)	
7.15am	CAUTHE Chapter Directors' Breakfast <i>Boardroom 2, 2nd Floor, Pullman International</i>
8.00am	Registration Opens , Welcome Coffee <i>Venue: Grand Ballroom Foyer</i>
9.00am	Keynote Speaker 2 - Professor Dimitrios Buhalis Smart Tourism and the Revolution on the Emerging Tourism Ecosystem <i>Venue: Grand Ballroom</i>
10.00am	Morning Tea – <i>Grand Ballroom Foyer</i> Sponsored by the Centre for Tourism and Regional Opportunities (CTRO)
10.30am	Concurrent Paper Session 4 • Hotel workforce issues – <i>Room: Tully 1</i> • Destination aspects of well-being – <i>Room: Tully 2</i> • Early career employability – <i>Room: Tully 3</i> • Special interest tourism II – <i>Room: Bluewater 1</i> • Issues in applied learning – <i>Room: Bluewater 2</i>
11.30am	Concurrent Paper Session 5 • Digital disruption – <i>Room: Tully 1</i> • Enhancing tourism management II – <i>Room: Tully 2</i> • Popular hallmark events – <i>Room: Tully 3</i> • Management implications of the digital economy – <i>Room: Bluewater 1</i> • Indigenous and cultural tourism II – <i>Room: Bluewater 2</i>
12.30pm	Lunch – <i>Grand Ballroom Foyer</i> Ideas Factory Poster Presentations and Voting – <i>1st Floor, Pullman Cairns International</i>
1.30pm	Concurrent Paper Session 6 • Chinese tourists' experiences – <i>Room: Tully 1</i> • Emerging tourism trends – <i>Room: Tully 2</i> • Critical learning and teaching approaches – <i>Room: Tully 3</i> • Contemporary issues in tourism I – <i>Room: Bluewater 1</i> • Tourism development and management in Africa – <i>Room: Bluewater 2</i> • Emotions and psychology in ICT – <i>Room: Rosser</i>
2.30pm	Concurrent Paper Session 7 • Tourism research directions – <i>Room: Tully 1</i> • Dark tourism – <i>Room: Tully 2</i> • Creative industries – <i>Room: Tully 3</i> • Wining and dining in context – <i>Room: Bluewater 1</i> • Contemporary issues in tourism II – <i>Room: Bluewater 2</i> • Well-being of tourists and communities – <i>Room: Rosser</i>
3.30pm	Afternoon Tea – <i>Grand Ballroom Foyer</i>
4.00pm	Discussion Panel: Chaired by Professor Perry Hobson – <i>Grand Ballroom</i> Swimming Between the Flags: An Editor's View on how to Navigate the Increasingly Treacherous Waters of Publishing Meet the Academics (session for regional tourism industry): Professor Dimitrios Buhalis Smart Tourism and Hospitality towards 2030 – <i>Tully Rooms</i>

5.00pm	Special Interest Group Meetings at Pullman Cairns International <i>Venue: Breakout rooms and Grand Ballroom (S2IG)</i> Critical Approaches in tourism and hospitality – <i>Tully 1</i> Event Studies – <i>Rosser</i> Information and Communication Technologies – <i>Bluewater 2</i> Risk Crises and Recovery Management – <i>Tully 3</i> Teaching and Learning – <i>Bluewater 1</i>
6.00pm	Free night / Special Interest Group Dinner Meetings

THURSDAY 14 FEBRUARY: CONFERENCE (DAY 3)	
8.00am	Registration Opens , Welcome Coffee <i>Venue: Pullman Cairns International, Grand Ballroom foyer</i>
8.00am	Elsevier JHTM Editorial Board Meeting <i>Venue: Boardroom 2, 2nd Floor, Pullman Cairns International</i>
9.00am	Keynote Speaker 3 - Professor Regina Scheyvens Desperately Seeking Sustainable Tourism: Possibilities and Challenges in a Disruptive Digital Age <i>Venue: Grand Ballroom</i>
10.00am	Keynote Speaker 4 - Mr Russell Boswell Tourism Industry Research Needs in Changing Times <i>Venue: Grand Ballroom</i>
11.00am	Morning Tea – <i>Grand Ballroom Foyer</i>
11.30am	Concurrent Session 8 - Regional and remote area tourism – <i>Venue: Tully 1</i> - Perspectives of well-being – <i>Venue: Tully 2</i> - Food marketing and management II – <i>Venue: Tully 3</i> - Marie tourism – <i>Venue: Bluewater 1</i> - Events – <i>Venue: Bluewater 2</i> - Perceptions of belonging – <i>Venue: Rosser</i>
1.00pm	Lunch – <i>Grand Ballroom Foyer</i>
2.00pm	CAUTHE Great Debate: Sustainable tourism—well protected but impossible to enjoy <i>Venue: Grand Ballroom</i>
3.30pm	Conference Close and Handover <i>Venue: Grand Ballroom</i>
4.00pm	Afternoon Tea – <i>Grand Ballroom Foyer</i>
6.00pm	Conference Gala Dinner ‘Simply Red’ at Tjapukai Dance Theatre <i>Buses depart Pullman Cairns International from 6pm</i>

KEYNOTE SPEAKER PROFILES



Ms Pip Close is a senior practitioner with over 35 years' experience in tourism and hospitality businesses. Pip is a Graduate of the Australian Institute of Company Directors, is a past Board member of RDA, current Board member of the Australian Association of Convention Bureaux and is currently CEO of Tourism Tropical North Queensland, the lead Regional Tourism Organisation in Far North Queensland.

Key positions include Chief Executive Officer of Regional Tourism Organisations in Fraser Coast and Margaret River Regions, Regional Manager & General Manager of numerous hotels including Global & National brands such as Marriott, Ritz Carlton, Hyatt, Mirvac and Peppers resorts. These roles have enabled a broad management background to develop at a senior level along with an in-depth knowledge of tourism practices and marketing strategies.

The title of Ms Close's address is "*Creating Emotional Connection through Digital Channels*".



Professor Dimitrios Buhalis is a Strategic Management and Marketing expert with specialisation in Information Communication Technology applications in the Tourism, Travel, Hospitality and Leisure industries. He is the Head of Department of Tourism and Hospitality, Director of the eTourism Lab and Deputy Director of the International Centre for Tourism and Hospitality Research, at Bournemouth University, United Kingdom. He remains the First Vice President of the International Academy for the Study of Tourism, an Executive Board Member of the United Nations World Tourism Organisation, affiliate Members and the Editor in Chief of Tourism Review. Dimitrios is a Founding Member and past President of the International Federation for Information Technologies in Travel and Tourism. Professor Buhalis' work is referenced widely. His research field infiltrates a number of disciplines and concerns the adoption of added value innovation for consumers and organisations.

The title of Professor Buhalis's keynote presentation is "*Smart Tourism and the Revolution on the Emerging Tourism Ecosystem*".



Professor Regina Scheyvens is Professor of Development Studies at Massey University and co-director of the Pacific Research and Policy Centre, where she combines a passion for teaching about international development with research on tourism, sustainable development and poverty alleviation. A second, underlying thread examines how research in countries of the global south can be more ethical and empowering. Two sole-authored books have emerged from this research: *Tourism for Development: Empowering Communities* (Pearson, 2002), and *Tourism and Poverty* (Routledge, 2011). Regina has published articles on a wide range of themes including backpacker tourism, ecotourism, sustainable tourism and tourism in small island states. She serves on the editorial board of 3 journals and her most recent research examines the Sustainable Development Goals, the concept of 'inclusive tourism', and corporate social responsibility in tourism. In addition, Regina is the recipient of a national award for sustained excellence in tertiary teaching and enjoys teaching about topics close to her heart including sustainable development, gender and development, and theories of empowerment for marginalised peoples.

The title of Professor Scheyvens' keynote address is "*Desperately Seeking Sustainable Tourism: Possibilities and Challenges in a Disruptive Digital Age*".



Mr Russell Boswell is the current Manager of Savannah Guides and a regional tourism development and marketing professional. He has delivered various regional ecotourism initiatives in Australia, the Pacific and China, created and delivered varied soft adventure and interpretive products, and run the Ecotourism Program at TNQ TAFE College. Russell is also the Manager of Savannah Way Limited, promoting the drive route from Cairns to Broome. Savannah Guides is a not-for-profit organisation delivering professional development for Tour Guides across Australia, including training, field schools and accreditation.

The title of Mr Boswell's talk is *"Tourism Industry Research Needs in Changing Times"*.



Professor Perry Hobson, PhD is the Pro Vice-Chancellor for Global Engagement at Sunway University in Malaysia. His academic background is in hospitality/tourism and he holds a Bachelor's degree from the UK, a Masters from the USA, and completed his PhD in Australia. He has been the Editor-in-Chief of the SSCI indexed Journal of Vacation Marketing for over 20-years, and sits on the Board of Directors of The International Centre of Excellence in Hospitality & Tourism Education (THE-ICE) accreditation body. He has been made a Fellow of CAUTHE, the Council of Australasian Universities for Tourism & Hospitality Education, and an Honorary Fellow of CHME, the Council for Hospitality Management Education, in the UK. He joined Sunway University, which is a not-for-profit Foundation, in 2019.

Professor Hobson will lead an interactive panel titled *"Swimming Between the Flags: An Editors View on How to Navigate the Increasingly Treacherous Waters of Publishing"*.

BILL FAULKNER ANNUAL PHD/ECR WORKSHOPS

Monday 11 February 2019, 9:00am - 5.30PM, Pullman Cairns International

8.45 AM	Registration – Grand Ballroom Foyer
9.00 AM	<i>Tully Rooms (1 – 3)</i> Acknowledgement of Country – Prof Bruce Prideaux (Conference convenor) Welcome PhD/ECR Delegates – Assoc Prof Judith Mair (CAUTHE Chair) Overview of the day – Dr Naomi Dale
9.10 AM	Introductions and Ice Breaker Group Activity – Dr Naomi Dale Maintaining your Health and Well-being for Researchers – Prof Philip Pearce
9.30AM	Developing your Teaching Narrative Dr Naomi Dale, University of Canberra Research and Engagement Prof Brent Ritchie with Prof David Simmons, Prof Philip Pearce, Dr Gabby Walters and Dr Sarah Gardiner • How to liaise with industry • Finding industry grants • Developing your research narrative
10.30 AM	Morning Tea – Grand Ballroom Foyer
11.00 AM	‘Surviving your PhD and Thereafter’ Assoc Prof Charles Arcodia, Griffith University Demonstrating Impact: Publications, Grant Income & Altimetrics Prof Brent Ritchie with Prof David Simmons, Prof Philip Pearce, Dr Gabby Walters and Dr Sarah Gardiner
12.00-1:00PM	Lunch – Grand Ballroom Foyer

Time	Early / Mid-PhD and HDR Scholar Program		Late PhD Scholar and Early Career Researcher Program
1.00 PM	Research Methodology Qualitative Roundtables Assoc Prof Erica Wilson, Prof Can Seng Ooi and Prof David Simmons	Research Methodology Quantitative Roundtables Prof Sara Dolnicar, Prof Philip Pearce and Prof Haiyan Song	Research speed dating Prof Brent Ritchie & Prof Noel Scott A quick-fire and sociable way to talk about your research project and meet with and learn from researchers with similar interests to your own. You'll get the opportunity to describe and discuss different aspects of your research with a series of 'partners' in strictly timed three-minute chunks until a bell rings, signalling that it's time to move on and strike up a new conversation. This process continues until everyone has met everyone in the other group. The goal, for researchers, as for dating, is to find a match – potential research collaborators, for grants, journal articles, research projects, etc.
2.00 PM	Meet the Editors' Panel Session Assoc Prof Judith Mair with panellists Professors Sara Dolnicar, Rob Law, Marianna Sigala and Haiyan Song Our editors will share their hints and tips for how to get published in top international journals, and will give you the lowdown on what to do (and what not to do!) to be successful in publishing.		
3.00 PM	Afternoon Tea – Grand Ballroom Foyer		
3:30 PM	PhD and ECR Small Group Mentoring Sessions (2:5) with Senior Academics Participants are required to submit their CV for this session to Daria Soldatenko <d.soldatenko@federation.edu.au>		
5.00 PM	Closing Ceremony (30 minutes) Bursary recipient certificates will be awarded at the closing ceremony		
6.00 PM	Informal Networking Function for all CAUTHE delegates Venue – Wharf One Café, Wharf Street, on Trinity Wharf, Cairns QLD 4870		

CONCURRENT SESSIONS OVERVIEW

TUESDAY 12 FEBRUARY 2019

ROOM	Tully 1	Tully 2	Tully 3	Bluewater 1	Bluewater 2	Rosser
11.00 to 12.00 PM	CONCURRENT PAPER SESSION 1					
TOPIC	Interpretation and education	Critical approaches focusing on culture	Indigenous and cultural tourism I	Pedagogical issues	Destination development perspectives	Managing risks perceptions and reputation
13.00 to 14.00 PM	CONCURRENT PAPER SESSION 2					
TOPIC	Visitor satisfaction in an age of disruption	Contemporary hospitality issues	Entrepreneurial perspectives in tourism	New approaches to educating tomorrow's tourism managers	Special interest tourism I	
14.00 to 15.30 PM	CONCURRENT PAPER SESSION 3					
TOPIC	Food marketing and management I	Service and destination recovery	Consumer behavior in the digital age	The sharing economy	Sustainability online	Enhancing sustainable tourism management ¹

WEDNESDAY 13 FEBRUARY 2019

ROOM	Tully 1	Tully 2	Tully 3	Bluewater 1	Bluewater 2	Rosser
10:30–11:30 AM	CONCURRENT PAPER SESSION 4					
TOPIC	Hotel workforce issues	Destination aspects of well-being	Early career employability	Special interest tourism II	Issues in applied learning	
11.30 to 12.30 PM	CONCURRENT PAPER SESSION 5					
TOPIC	Digital disruption	Enhancing sustainable tourism management II	Popular hallmark events	Management implications of the digital economy	Indigenous and cultural tourism II	

ROOM	Tully 1	Tully 2	Tully 3	Bluewater 1	Bluewater 2	Rosser
1.30 to 2.30 PM	CONCURRENT PAPER SESSION 6					
TOPIC	Chinese tourists' experiences	Emerging tourism trends	Critical learning and teaching approaches	Contemporary issues in tourism I	Tourism development and management in Africa	Emotions and psychology in ICT
2.30 to 3.30 PM	CONCURRENT PAPER SESSION 7					
TOPIC	Tourism research directions	Dark tourism	Creative industries	Wining and dining in context	Contemporary issues in tourism II	Well-being of tourists and communities

THURSDAY 14 FEBRUARY 2019

ROOM	Tully 1	Tully 2	Tully 3	Bluewater 1	Bluewater 2	Rosser
11.15 AM– 1.15PM	CONCURRENT PAPER SESSION 8					
TOPIC	Regional and remote area tourism	Perspective of well-being	Food marketing and management II	Marine tourism	Events	Perceptions of belonging

CONCURRENT PAPER SESSIONS**Full papers [FP], working papers [WP] and abstracts only [A]**

CONCURRENT PAPER SESSION 1 – TUESDAY 12 FEBRUARY, 11:00AM TO 12:00PM					
Room: Tully 1	Room: Tully 2	Room: Tully 3	Room: Bluewater 1	Room: Bluewater 2	Room: Rosser
Interpretation and education	Critical approaches focusing on culture	Indigenous and cultural tourism I	Pedagogical issues	Destination development perspectives	Managing risk perceptions and reputation
Chair: Thomas Bauer Virtual Reality, Games and Tourism: an interdisciplinary approach to engaging and fun reef interpretation [A] Alexandra Coghlan and Lewis Carter	Chair: Ina Reichenberger Do National Cultural Values Differ by Destination Choice [A] Bob McKercher, Vincent Tung and Michael Ahn	Chair: Lisa Ruhanen The interplay between authenticity and commercialization in cultural festivals [WP] Montira Intason, Willem Coetzee and Craig Lee	Chair: Charles Arcodia Hospitality Students, Academic Integrity, and Practical Application [A] Tanya Harrowell and Meredith Beardmore	Chair: Sally Driml Tourismscapes for sustainable development: A case study in Da Nang, Vietnam [FP] Thi Quynh Trang Nguyen, Tamara Young and Patricia Johnson	Chair: David Beirman The relationship between tourism and events and social cohesion: an Australian case study [WP] Joanne Pyke and Faith Ong
Exploring the educative Role of Ecotourism Guides in Vietnam [FP] Hai Long Duong, Joanna Fountain, Emma Stewart, Stephen Espiner and Michael Shone	Push/pull factors in cross-cultural motivational studies: A content analysis [FP] Daria Soldatenko and Elisa Backer	Globalisation and Cultural Change in the Pacific Island Countries: Role of Tourism [A] Denis Tolkach and Stephen Pratt	Embedding Indigenous knowledge into festivals and events' curriculum – what do we know? [WP] Trinidad Espinosa Abascal, Paul Whitelaw, Amanda Ford and Melanie Williams	Scope and Limits of Destination Design: The Case of the Margaret River Region, Western Australia [A] Christoff Pfort, Michael Volgger and Harald Pechlaner	Risk identification and risk perception of family businesses in tourism in the Tirol [A] Gundula Glowka and Anita Zehrer
Louder Than Words: The underrepresented voices and perspectives of tour guides' in tourism research [A] Karun Rawat, Neil Carr and Susan Houge Mackenzie	Back to India again: Motivational insights from the travel career pattern approach [FP] Manisha Agarwal and Philip L. Pearce		Investigating environmental sustainability education in undergraduate hospitality management curricula within New South Wales, Australia [FP] Taghreed Aljaffal, Karina Wardle, Pheroza Daruwallah and Terry Sloan	Sustainable Tourism in Cuba [A] Monyq San Tropez	How to measure and how not to measure risk perceptions – The effect of item wording [A] Katharina Wolff and Svein Larsen

CONCURRENT PAPER SESSION 2 – TUESDAY 12 FEBRUARY, 1:00PM TO 12:00PM				
Room: Tully 1	Room: Tully 2	Room: Tully 3	Room: Bluewater 1	Room: Bluewater 2
Visitor satisfaction in an age of disruption	Contemporary hospitality issues	Entrepreneurial perspectives in tourism	New approaches to educating tomorrow's tourism managers	Special interest tourism I
Chair: Kirsten Holmes Towards challenging the use of the NPS in practice as a measure of visitor satisfaction [WP] Clifford Lawrence Lewis and David Donnelly	Chair: David Solnet Please DON'T change my towel: employee sustainability actions in hotels [A] Antje Martins, Richard Robinson and David Solnet	Chair: Perry Hobson The best of both worlds? Exploring the business and lifestyle goals of digital entrepreneurs in tourist locations [FP] Angela Bancelhon, Geoffrey Chapman, Stephanie Macht and Julian Teicher	Chair: Pierre Benckendorff Towards an AQF-based template for the design and development of system dynamics T&L simulations and games [WP] G. McGrath, Madelene McWha, Leonie Lockstone-Binney, Faith Ong, Elisabeth Wilson-Evered and Paul Whitelaw	Chair: Tracey Dickson Experience value creation in tourism: A systematic quantitative literature review and agenda for future research [FP] Hongbing Zhu, Noel Scott, Alexandra Coghlan and Xin Jin
Reconceptualising Value Co-creation in Tourism [A] Shasha Liu, Pierre Benckendorff and Judith Mair	Co-construction of Hotel Reception Experiences in a Developing Country Context [FP] Yaa Mawufemor Akubia, Joanna Fountain and Anthony Brien	Unpacking the habitus of informal tourism entrepreneurs [A] Erdoğan Çakmak	Developing a Tourism Labour Barometer for the Asia-Pacific Region [WP] Sally Driml, Antje Martins, Filip Milosavljevic, Stewart Moore, Claudia Moreno Silva, Richard Robinson and David Solnet	Perceptions of Authenticity: Australian luxury specialist accommodation experiences [FP] Anita Manfreda, Rajka Presbury and Scott Richardson
Robotic customer service acceptance in the hotel environment: What are hotel guests' perspectives on robotic customer service experiences? [WP] Stephen Rodwell, Madalyn Scerri and Justin Beilby	The campus hotel: Commercial hospitality space on a UK public university and some insights for Australian universities [FP] Brian Hay		Travel Professors: A YouTube Channel about Tourism Education & Research [A] Denis Tolkach and Stephen Pratt	Exploring tourist activities across cultures based on venue check-in data [WP] Huy Quan Vu

CONCURRENT PAPER SESSION 3 – TUESDAY 12 FEBRUARY, 2:00PM TO 3:30PM				
Room: Tully 1	Room: Tully 2	Room: Tully 3	Room: Bluewater 1	Room: Bluewater 2
Food marketing and management I	Service and destination recovery	Consumer behaviour in the digital age	The sharing economy	Sustainability online
Chair: Michelle Thompson	Chair: Brent Ritchie	Chair: Marianna Sigala	Chair: Sara Dolnicar	Chair: Alison Morrison
The Utilization of Events in the Creation of Positive Destination Images for Regional Tourism Destinations – A Case Study of the Seaside Food Festival, Frankston [FP] Yelyzaveta Turenko and Paul Russell	The influence of service recovery strategies on tourist behaviour following a natural disaster [A] Csilla Demeter, Gabrielle Walters and Judith Mair	Information sources and consumer behaviour in travel: An investigation of destination activity choice in a multi-channel digital age [A] Rhiannon Lynne Rees	The spillover effect of accommodation sharing services on neighbouring tourist attractions [A] Haiyan Song, Jinah Park, Karen Xie and Wei Chen	How hunters frame and rationalise trophy hunting in digital media [A] Mucha Mkono
Of course, I can cook! I've seen it on telly? [WP] David Sherlock and Scott Wright	The Development of a Destination Resilience and Tourism Recovery Strategy: Tathra's Response to the Bushfires of March 2018 [WP] David Beirman	Device use in the travel planning stage: A cultural perspective [WP] Leonie Cassidy and Anja Pabel	Talk and interaction in the commercial Australian home: A multiple case study of Airbnb host behaviour [A] Madalyn Scerri and Rajka Presbury	Volunteer gaze: Exploring photographs shared by volunteer tourists on Instagram [A] Samantha Murdy and Konstantinos Tomazos
Case Study: Evaluation of ICC Sydney 'Feeding Your Performance Program' [A] Carmel Foley, Deborah Edwards, Bron Harrison and Anja Hergesell	How tourist power in social media effect tourism market regulation after unethical destination incident: An evidence from China [A] Yixue Liu and Yanbo Yao	Measuring hotel website quality and its impact on consumers' attitudinal and behavioural responses: A formative measurement approach [FP] Daniel Leung and Rob Law	Airbnb – bane or blessing? Key informants' views on impacts on community in the Byron shire, Australia [WP] Tania von der Heide, Sabine Muschter, Rodney Caldicott and Deborah Che	Online popularity of destinations in Australia: The Polya Urn process model of search volume in search engine [FP] Pong Lung Lau and Tay T.R. Koo
Growing canarium nut agri-businesses in Vanuatu through local food tourism: A field study [FP] Maria Raciti and Rory Mulcahy	Putting Kaikōura back on the map: An analysis of tourism recovery in the aftermath of a natural disaster [WP] Joanna Fountain and Nicholas Craddock-Henry	Choosing the right gift: Gifting adventures online [A] Sarah Gardiner and Alexandra Bec	Intrinsic and extrinsic motives to engaging in sharing economy in tourism [WP] Catherine Prentice, Shane Mathews and Ying Chen	Backpacker tourism: Social media influences and sustainability aspects [WP] Christian Persson, Johanna Fernholm and Alan Pomeroy
				Aspects of the unsustainability of cruise tourism [WP] Svein Larsen and Katharina Wolff
				Will a social licence to operate benefit tourism? The case of snowsports [WP] Tracey Dickson
				A cluster approach to sustainability for small tourism accommodations [A] Janine Ashwell and Najmeh Hassanli

CONCURRENT PAPER SESSION 4 – WEDNESDAY 13 FEBRUARY, 10:30AM TO 11:30AM

Room: Tully 1	Room: Tully 2	Room: Tully 3	Room: Bluewater 1	Room: Bluewater 2
Hotel workforce issues	Destination aspects of well-being	Early career employability	Special interest tourism II	Issues in applied learning
Chair: Paul Whitelaw	Chair: Christof Pforr	Chair: Thomas Bauer	Chair: Noel Scott	Chair: Erica Wilson
Conceptualising workarround practices in the hotel industry [WP] Leo Yuk Lun Kwong	Organizational sustainable actions in island tourism destinations: An institutional logics perspective [A] Hien Nguyen, Laura Costanzo and Mine Karatas-Ozkan	Adoption of pre-employment testing in Australia and the United States [A] Swathi Ravichandran, Kelly Phelan and Kara Kirby	Tourism mobilities research in Australia: New directions and emerging concerns [A] Benjamin Iaquinto	Engaging Students in the Internship Experience: A Conversation [WP] Elspeth Frew and Karen Smith
A Micro-Economic Outlook on Cultural Values and Perceived Organisational Performance in International Hotels in the ASEAN Region [A] Peter Hyde and Avinash Shankaranarayanan	Does resident involvement with tourism matter? The role of repetitive exchange and emotion on resident commitment toward tourism performing arts development [WP] Danni Zheng, Brent Ritchie and Pierre Benckendorff	Exploring innovative work motivation strategies from a millennial's perspective [WP] Jacobus Vorster, Bruce Prideaux and Linda Colley	Wealth, power, mobility and consumption: a critical research agenda for luxury tourism [FP] Tiffany Low	Integrating student research project with work-integrated learning: The industry perspective [WP] Iris Nguyen and Kellie Lumsden
	Community-based ecotourism and the blue economy [WP] Anna Phelan, Lisa Ruhanen and Judith Mair	The impact of educational branding on graduate student employability [WP] Cristina Rodrigues, Anusha Atchiamith and Janine Ashwell	The importance of strategic intent and strategic alignment for technology use in tourism industry [FP] Raghavendra Kankanady	Educational tourism and the New Colombo Plan: enabling paramedic clinical placement in Vanuatu [WP] Andrew Hodgetts

CONCURRENT PAPER SESSION 5 – WEDNESDAY 13 FEBRUARY, 11:30AM TO 12:30PM				
Room: Tully 1	Room: Tully 2	Room: Tully 3	Room: Bluewater 1	Room: Bluewater 2
Digital disruption	Enhancing tourism management II	Popular hallmark events	Management implications of the digital economy	Indigenous and cultural tourism II
<i>Chair: Rob Law</i>	<i>Chair: Oswin Maurer</i>	<i>Chair: Sue Beeton</i>	<i>Chair: Huy Quan Vu</i>	<i>Chair: Bruce Prideaux</i>
Preventing disruption in the tourism, events and hospitality industry caused by misleading or deceptive conduct via the internet [FP] Lance Rundle	An exploratory pilot study on air passengers' perceived benefits of aviation voluntary carbon offsetting programs [WP] Beile Zhang, Brent Ritchie, Judith Mair and Sally Driml	Introduction to Popular Culture Tourism in Australia: the role of events in destination promotion [FP] Valeriya Radomskaya	The role of smartphone experience sampling methodology in capturing tourist's experiences [WP] Paresh Pant, Sarah Gardiner and Ying Wang	North Queensland Indigenous art centres & cultural tourism networks [WP] Susan Carson and Sally Butler
Crowdfunding in wine tourism: a disruption or a new marketing/financing practice? [A] Marianna Sigala	Dealing with inappropriate recreational behaviours of visitors at leisure farms from the view of CSR perspectives [FP] Chien-Wen Zoe Tsai	Customer perceived value in periodic hallmark events: Conceptualisation and impacts [FP] Lizette Olivier and Jamie Carlson	Dynamic forecasting models of visitors' theme park choices via agent-based modelling [FP] Yingsha Zhang and Xiang Li	Developing a model for the use of traditional cultural knowledge for tourism product [WP] Joann Schmider and Bruce Prideaux
Hardly disruptive! Airline representations and Facebook [A] Jennie Small and Candice Harris	Tourism and transient communities: A framework for resilience assessment [A] David Simmons and Jude Wilson	Entrepreneurial leveraging in liminal Olympic space [A] Mike Duignan, Simon Down and Danny O'Brien	New cyber laws: A plausible discussion regarding the potential impact on tourists in the Socialist Republic of Vietnam [A] Paul Strickland	Commodifying Yushu Tibetan dance: Ecological migrant performers' perspective [WP] Xiaozhen Ye, Joanna Fountain and Michael Mackay

CONCURRENT PAPER SESSION 6 - WEDNESDAY 13 FEBRUARY, 1:30PM TO 2:30PM					
Room: Tully 1	Room: Tully 2	Room: Tully 3	Room: Bluewater 1	Room: Bluewater 2	Room: Rosser
Chinese tourists' experiences	Emerging tourism trends	Critical Learning and Teaching approaches	Contemporary issues in tourism I	Tourism development and management in Africa	Emotions and psychology in ICT
Chair: Haiyan Song	Chair: Deborah Edwards	Chair: Ben Iaquinto	Chair: Perry Hobson	Chair: Caroline Winter	Chair: Anja Pabel
Festival-specific dimensionality of the perceptions about regional traditional festivals: An exploratory study and a longitudinal replication in a Chinese context [FP] Suh-Hee Choi, Ubaldino Couto and Sharif Shams Imon	Destination Competitiveness: An emerging economy [WP] Yvette Reisinger and Noela Michael	Indigenisation of scholarship: Go native but don't be naïve [A] Can-Seng Ooi	Marketing 'Gay-friendly' Spaces: Motivations and Outcomes for Small Hospitality and Retail Businesses [A] Oskaras Vorobjovas-Pinta and Louise Grimmer	Regional tourism development in south-eastern Nigeria: issues and challenges [FP] Afamefuna Eyisi, Diane Lee and Kathryn Trees	Physiological and self-report measurements of emotions in tourism [WP] Arghavan Hadinejad, Noel Scott, Anna Kralj and Brent Moyle
Language, a barrier to the tourist experience of Chinese tourists to Australia? [FP] Julia Brunke, Ruth Rentschler and Insun Sunny Lee	Stupid Tourism [A] Stephen Pratt and Denis Tolkach	Transformation, Innovation and Renewal: education in the 21st century [A] Alison Morrison and Sue Beeton	Overtourism in coastal communities: Growing up in Byron Bay, Australia [A] Antonia Canosa, Erica Wilson and Anne Graham	Built attractions: Developing tangible cultural heritage resources for tourism development in Sukur Kingdom, Nigeria [FP] Emeka Okonkwo	Losing touch: Uncomfortable encounters with tourism technology [FP] Hera Oktadiana and Philip Pearce
Come walk with me: Exploring landscape perceptions of Chinese visitors at Uluru Kata-Tjuta National Park [A] Isabella Qing Ye, Karen Hughes, Gabby Walters and Mucha Mkono	A different kind of escape? The promotion of escape rooms within the urban tourism industry [A] Geoff Chapman and Stephanie Macht		Fashion as a means of managing overtourism [WP] Clifford Lewis and Celeste Rossetto		Do emotions drive guests' satisfaction with hotel stay? Revisiting cognitive dissonance theory by text mining online hotel reviews [FP] Anjali Chhetri, Achini Adikarib, Su Nguyen and Daminda Alahakoond

CONCURRENT PAPER SESSION 7 – WEDNESDAY 13 FEBRUARY, 2:30PM TO 3:30PM

Room: Tully 1	Room: Tully 2	Room: Tully 3	Room: Bluewater 1	Room: Bluewater 2	Room: Rosser
Tourism research directions	Dark tourism	Creative industries	Wining and dining in context	Contemporary issues in tourism II	Well-being of tourists and communities
Chair: Brian Hay	Chair: Noel Scott	Chair: Judith Mair	Chair: Carmel Foley	Chair: Yvette Reisinger	Chair: David Simmons
Learning from the Past: A retrospective analysis of the conflict between sons of second home owners and local youth. The case of Vall de Lord [A] Jordi Datzira-Masip and Sue Beeton	Experiencing battlefields: Tyne Cot in three words [WP] Caroline Winter	Developing digital apps to co-create tourist's experience: Increasing customer experience in Lisbon Metropolitan Area [WP] Nuno Gustavo, Pedro Trindade, Graça Joaquim and Raquel Moreira	Japanese restaurants tourism resources abroad: a focus on the current status of Japanese Restaurants in Italy [WP] Mihwa Lee	Experiences of group tourists and tour leaders with veiling in Muslim destinations [WP] Daria Tikhonova, Gareth Butler and Sangkyun Kim	Incoming international tourists and well-being: empirical analysis and interpretation [FP] Oksana Tokarchuk, Roberto Gabriele and Oswin Maurer
Disempowered: A critical corporatist history of women in the post-war New Zealand hotel workers union [WP] David Williamson, Candice Harris and Tracy Harkison	A researcher's lived experience. A case study of dark sites in USA [A] Effie Lagos	Fanatic Beasts and Where to Find Them - Fandom Community Building in Tourism Spaces [FP] Ina Reichenberger and Karen A Smith	Perceptions of millennials on street food in Hong Kong [WP] Tingzhen Chen and Derrick Lee	Exploring domestic travellers' perceptions of Trang An Landscape Complex, Vietnam [WP] Andrew Le and Huong T. Bui	Exploring the role of gender in transformative travel experiences for young travellers through duoethnography [A] Jessica Mei Pung, Catheryn Khoo-Lattimore, Giacomo Del Chiappa and Ryan Yung
The foggy lens of hotel history [WP] Paul Weeks			Culinary experiences and their spatial settings in tourism and hospitality [A] Julia Nina Albrecht	Assessing Tourist Stereotypes: Implicit and Explicit Approach [FP] Serene Tse and Vincent Tung	Do state level organisations (SLOs) create positive sport communities in remote areas? A case review of operations in rural Queensland [WP] Olivier Oren and Shane Pegg

CONCURRENT PAPER SESSION 8 – THURSDAY 14 FEBRUARY, 11:30AM TO 1:00PM

Room: Tully 1	Room: Tully 2	Room: Tully 3	Room: Bluewater 1	Room: Bluewater 2	Room: Rosser
Regional and remote area tourism	Perspectives of well-being	Food marketing and management II	Marine tourism	Events	Perceptions of belonging
Chair: Gabby Walters Tourism and jumps racing events: A risky relationship? [WP] Caroline Winter and Elspeth Frew	Chair: Sarah Gardiner RU OK Chef? What else is 'cooking' in the kitchen? [A] Richard Robinson, Leonie Lockstone-Binney, Paul Whitelaw and Mark Agius	Chair: Thomas Bauer The Mornington Peninsula Brand: Does it resonate with tourists? [A] Ann Mitsis, Saalem Sadeque, Michelle Thompson and Bruce Prideaux	Chair: Anja Pabel Stakeholders' perspectives of factors impacting long-term sustainability of the recreational scuba diving tourism sector in Cairns Australia [FP] Terrence Cummins, Anja Pabel and Bruce Prideaux	Chair: Karen Smith Identifying camper "shades of green" segments at an environmental festival [A] Maria Raciti, David Gratton and David Weaver	Chair: Philip Pearce Let me tell you a quick story; connecting mundane authenticity and knowledge emotions [FP] Philip Pearce and Samira Zare
Visitor loyalty and nature-based tourism experiences: The case of Queensland popular parks [WP] Raymond Rastegar	#Metoo in the largest gaming hub in the world [FP] Fernando Lourenço, Yen Nee Ng, Ching Chi Lam and Weng Si Lei	Leveraging local food for regional tourism development: Opportunities and challenges [WP] Joanna Fountain, Nicholas Craddock-Henry and Michael Mackay	Researching older women who scuba dive: Keen to go, above and below [WP] Sally Gregory	Why are there no kids' clubs at CAUTHE conferences? [WP] Brian Hay	Reimagining selves, liminal tourism spaces as sites for lifestyle migration. An exploration of the reflexive narratives of tourism business owners in Niseko, Japan [WP] Kim Nelson, Rosemary Black, Larissa Bamberry and Angela T Ragusa
The importance of storytelling in a regional drive tourism context: A comparison of two small South Australian country towns [WP] Bruce Prideaux, Michelle Thompson and Heidi Hodge	Tracking Tourist Spatial-Temporal Behaviour using Bike Share and Big Data [A] Richard Buning and Vijay Lulla	"Eat that last piece of cake, Freddie!" – Reducing plate waste among families [A] Sara Dolnicar, Emil Juvan, Bettina Grün and Grace O'Connor	Great Barrier Reef Indigenous Tourism: Indigenous Invisibility in Regional Tourism Organisation Destination Tourism Plans [WP] Adrian Marrie and Bruce Prideaux	The mediating role of service experience in the relationship between religious servicescape and intention to revisit [A] Ghada Alhothali, Islam Elgammal and Felix Mavondo	The hospitableness of knitting [WP] Tracy Harkison
A systematic quantitative literature review of rail trails research [A] Kay Dimmock, Matthew Lamont, Pascal Scherrer and Jo Mackellar	New connections from being disconnected; digital free tourism and rewarding experiences [FP] Jing Li, Philip L. Pearce and Tingzhen Chen	Integrating local cuisine into Malaysian government destination marketing strategies [WP] Deborah Che and Mohd Hairi Jalis		Event leveraging practices of South Australian tourism and hospitality businesses [WP] Insun Sunny Lee, Songshan Sam Huang and Daniel Padovan	Counterurbanisers' rural perceptions and place identity [A] Ning Chris Chen, Gary Bosworth and Jane Deville

IDEAS FACTORY – POSTER SESSION AND VOTING

IDEAS FACTORY – POSTER SESSION AND VOTING	
WEDNESDAY 13 FEBRUARY, 2:30PM TO 3:30PM	
Venue: 1st Floor, Pullman Cairns International	
Chair: <i>Thomas Bauer</i>	
Exploring the implementation of events within the Adelaide Hills wine tourism life-cycle [A] Eliza Kitchen Easier said than done: Strategic planning for tourism-led regeneration in small town New Zealand [WP] Michael Mackay, Harvey Perkins, Deborah Levy, Raewyn Hills, Malcolm Campbell and Laura Dance Developing students' capabilities in the digital age [A] Janine Ashwell and Hillaria Juliana Comparing Chinese and American tourists' spatial-temporal behaviour by GPS tracking in Osaka [WP] Kaede Sano, Hiroki Sano and Tatsuo Oi Managing social media presence or employability: an initial investigation [A] Zelko Livaic, Mandi Baker and Lacey Hodgert Activity uniqueness development for creative tourism: Tourist perspective: Chiang Mai, Thailand case study [FP] Suwaree Ann Ashton, Vongvipha Thosuwonchinda and Suppacha Phetsome The uses and abuses of Grounded Theory: Discovery of method and theory [A] Wendy Hillman and Kylie Radel Contemporary dining experiences: An evaluation using the experience economy [WP] Clare Lade A study on the ideal form of tourism education at elementary schools: The case of Wakayama Prefecture, Japan [A] Saeka Mori Constraints and challenges of event tourism development in Abia State, Nigeria [FP] Nneoma Grace Ololo, Peter Dieke and Pamela Eze-Uzomaka Social media in travel planning process: A proposed research strategy into investigating differences by types of visitors [A] Elena Konovalov Assessment challenges in vocational education: The role of judgement [A] Rajiv Gulshan Re-conceptualising the memorable wine tourism experience: A conceptual model and implications for wineries [WP] Ester Napolitano, Aise Kim and Giacomo Del Chiappa The awakening of the 'Other': The 'growing' voice of the subaltern tourism research bricoleur [FP] John Amoo-Bediako	

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CONFERENCE VENUES

CAUTHE 2019 is being hosted in Cairns, with the majority of the conference program delivered at the Pullman Cairns International. Social venues include Wharf ONE, located on Trinity Wharf, Wharf Street, Cairns CBD and Three Wolves located on 32 Abbott Street, Cairns CBD. The annual Gala Dinner will be held at Cairns' very own Tjapukai Dance Theatre located approximately 20 minutes north of Cairns CBD. Coach transport will be provided from Pullman Cairns International departing from 6PM.



SOCIAL EVENT VENUES

Networking function	Monday 11 February 2019 from 6.00 PM Wharf One Café, Trinity Wharf, Cairns CBD
Welcome Reception	Tuesday 12 February 2019, from 6.00 PM Pool Deck, Pullman Cairns International
Gala Dinner	Thursday 14 February from 6.00 PM 'Simply Red' at Tjapukai Dance Theatre Buses depart Pullman Cairns International at 6.00PM
Conference meeting spot	3 Wolves, located at 33 Abbott Street, Cairns, just down the laneway. Discount vouchers for this venue are included in your conference satchel.

HEALTH AND SAFETY

Conference Emergency Evacuation Point

In the event of an emergency at the conference venue, exits are located in front of the Piccolo Italian Restaurant on Abbott Street (Emergency Assembly Area 1) and in front of the Corporate Tower on Lake Street (Emergency Assembly Area 2).

Do not use the lifts in the event of an emergency, please use the fire stairs provided.

First Aid and Emergency Procedures

If you need assistance with minor injuries, please contact the registration desk or hotel reception. The hotel has a number of staff who are trained as first aid officers. The hotel maintains 24 hour surveillance and the reception is staffed 24 hours.

Lanyards

Conference delegates are requested to wear their conference lanyards when attending conference events. The lanyard is your ticket for entry.

Venue Security

Security is present at the hotel 24 hours a day, should you need their assistance please call reception.

Water

Water stations will be available for delegates.

Weather

February falls in the wet season, but there may be hot and sunny days, so remember to bring an umbrella and to apply sunscreen if outside.

WI-FI

Complementary WIFI is available at the Pullman Cairns International for conference delegates.

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