

3rd International Conference on Tourism Research - ICTR 2020
23-24 July 2020
A virtual conference supported by Universidad Europea de Valencia, Spain
All timings are GMT+1 - UK Time

Thursday 23rd July			
08:45 Zoom room 1 opens for opening sessions			
09:00 Welcome and Opening of the Conference			
09:15 Keynote Address: Professor Enrique Bigne, University of Valencia, Spain <i>Facing Uncertainty in Global Tourism: Threats and Opportunities</i>			
10:00 Conference splits into streams			
	Stream A: Mini Track on Sustainable Tourism and the Circular Economy Chair: Chris Moon Room 1	Stream B: Mini Track on Tourism & Hospitality ICT Chair: Candida Silva Room 2	Zoom Details Password to all rooms: ICTR20
10:15	Leveraging Local Resources to Deploy Sustainable Tourist Destinations Towards a Circular Economy Nguyen Uyen, Hong Nguyen , Vietnam National University Ho Chi Minh City, Vietnam	The Effects of eWOM in Social Media on Tourism Services Bigné Enrique, Carla Ruiz, Rafael Currás-Pérez , Universitat de Valencia and Martí-Parreño José Universidad Internacional de Valencia, Spain	Room 1: https://us02web.zoom.us/j/86851793542 Meeting ID: 868 5179 3542
10:45	Blame it on Them: Influence of Integrated Threats on Negative Perceptions of Tourism Impacts Al Balushi Ammar , Majan University College, Muscat, Oman, John Lennon , Glasgow Caledonian University, UK and Paurav Shukla , Southampton Business School, UK	Analysis of the Tourist Destinations Web Content Through Landscapes Cuenca, Antonio Carlos , Pedro Canales, Enrique Bigné , Luisa Andreu and Carla Ruiz , Universitat de València, Spain	Room 2: https://us02web.zoom.us/j/84407256824 Meeting ID: 844 0725 6824
11:15	Sustainable Emergence of Regional Tourism Clusters: The Approach of Complexity Theory Grumadaite Kristina , St. Ignatius of Loyola College, Kaunas, Lithuania	Digital Influencers: Possible Roles in the Promotion of Touristic Destinations Ramalho Bárbara, Susana Silva and Cândida Silva , Institute Polytechnic of Porto, Portugal	Room3: https://us02web.zoom.us/j/84657038675 Meeting ID: 846 5703 8675
11:45	Social Tourism in Leningrad Region: Challenges and Opportunities Tanina Anna and Elena Mudrova , Peter the Great St. Petersburg Polytechnic University, Russia	What Factors Make an online review about a tourist destination more persuasive and informative? Bigne Enrique, Rafael Currás, Carla Ruiz and Alberto Badenes-Rocha , University of Valencia, Spain	Posters: https://www.facebook.com/groups/1557857884256012
12:15	Lunch	Lunch	Lunch
	Stream A: PhD and Masters Colloquium Chair: José Martí Parreño Room 1	Stream B: Mini Track on Tourism & Hospitality ICT Chair: Candida Silva Room 2	Stream C: City Tourism Chair: Dan Remenyi Room 3
13:15	Investigating the Impact of Quality Certification on Tourism SMEs Financial Performance Veideman Triin , Estonian Business School, Tallinn, Estonia (video presentation)	The Influence of Technology on Travel Agencies in Lebanon Hassan Viana , Arts, Science and Technology University, Beirut, Lebanon	Water and the City: Valorising Guimarães Water Heritage for Tourism Ramazanova Makhabbat and Isabel Vaz Freitas , Portucalense University, Porto, Portugal
13:45	Sustainable Tourism and the Circular Economy: A Theoretical Overview Costa Berta, Susana Rodrigues , Polytechnic Institute of Leiria, Portugal and Pilar Moreno , University of Seville, Spain	Tourism Education in a Mobile Era: A Study in European Higher Education Institutions. Vasconcelos Sandra , Institute Polytechnic of Porto, Vila do Conde, Portugal	Role of Authorities and Smart City in Empowering the Small Tourism Enterprises Mudrova Elena, Anna Tanina and Nelly Murawiowa , Peter the Great St. Petersburg Polytechnic University, Russia
14:15	Are Learning Preferences of Tourism Management Students at Universities of technology addressed? Mokoena Pavla , Cape Peninsula University of Technology, Cape Town, South Africa	Big Data in Tourism: A look at the Literature Migliaccio Mirella , University of Sannio and Francesca Rivetti , University of Basilicata, Potenza, Italy	Smart City Strategies for Sustainable Tourism: Definitions and Taxonomy Dameri Renata Paola , University of Genoa, Italy
14:45	Refreshments	Refreshments	Refreshments
	Stream A: Hotels Chair: Room 1	Stream B: Events and Eco Tourism Chair: Eduardo Tome Room 2	
15:00	Does Franchising Increase Economic Profitability of the Hotel Industry? Mariz Pérez Rosa María and José Pablo Abeal Vázquez , University of A Coruña, Spain	Who Attends Live Stand-Up Comedy and Why? A Motivation Segmentation Study Hattingh Chris , Cape Peninsula University of Technology and Ashley Niekerk , University of Cape Town, South Africa (video presentation)	
15:30	Should Lemon Tree Hotels attempt to replicate its Inclusion-based Human Resources Strategy in the US Market? Wernick David and Karina Rodriguez Florida International University, Miami, USA	Co-creating a Cultural Mega-event: When and how do Local Residents get Engaged? Rivetti Francesca and Carla Rossi , University of Basilicata, Potenza, Italy	
16:00	Hotel Competition Under Uncertain Demand: Different Objective Functions Ferreira Flavio and Fernanda A. Ferreira , School of Hospitality and Tourism of P.PORTO, Portugal	Modeling of Structural Equations as a Validation Instrument of Eco-Tourism Development in Zamora Chinchipe, Ecuador Gonzaga Clara, Jose Salvador Cortes Garcia and Maria Gabriela Suasnavas , Universidad Tecnica Particular de Loja, Ecuador	
16:30	Room1: The ICTR 2020 Quiz	This room closes	
16:45	Networking in Small Groups to Catch up with Colleagues and build New Connections for Future Collaboration		

	Friday 24th July	
09:30	Opening Messages Room 1	
09:35	Keynote Address: Dr Chris Moon, Middlesex University, UK <i>Sustainable Tourism: the place of eco-innovation</i>	
10:20	Break	
	Stream A: Tourism Excellence and Competiveness in a Sustainable Development Goals Context Chair: Michelle Lins Moraes Room 1	Stream B: Innovation Chair: Viviana Hassan Room 2
10:30	Expectations vs Customer Satisfaction: The case of Luxury Hotels Santos Silvia ,Mónica Oliveira , and Susana Silva , Institute Polyechnic of Porto, Vila do conde, Portugal	The Impact of Co-Creation on Customer Revisit Intention of a Tourism Service Monteiro Carlos, Raquel Meneses , University of Porto, and Mara Franco University of Madeira, Funchal, Portugal
11:00	Competitiveness of European Tourism: A Cluster Analysis Ferreira Fernanda A and Conceição Castro , Polytechnic Institute of Porto, Vila do Conde, Portugal	Dark side of Tourism's Implications: SEM study of 2016 Italian Earthquake Kulaga Barbara, Alessandro Cinti , and Francesco James Mazzocchini , Università Politecnica delle Marche, Ancona, Italy
11:30	Branding a Tourism Destination from a Customer-Based Brand Equity Perspective: A PLS-SEM Approach Kasapi Irisi, University of New York, Tirana, Albania	An Assessment of Tourist Satisfaction: A review of Some Precursors and Consequences Javed Mohsin, Zuzana Tučková , and Abdul Bashiru Jibril , Tomas Bata University in Zlin, Czech Republic
12:00	Social Media and Sustainable Tourism: A Literature Review Martí-Parreño José, Universidad Internacional de Valencia, Spain and Roberto Gómez-Calvet , Universidad Europea de Valencia, Spain	The Determinants of Innovation Management in Tourism Enterprises Zontek Zbigniew and Ewa Lipianin-Zontek , University of Bielsko-Biala, Poland
12:30	<i>Lunch</i>	
13:00	<i>Room 1 Discussion: What will the effects of Coivd-19 be on Tourism Research and the Industry as a whole? Led by Prof Dan Remenyi with Prof Kenneth Grant, Dr Orthodox Tefera</i>	
	Stream A: Tourism Reseach Chair: Roberto Gómez-Calvet Room 1	Stream B: Authentic Experience and Heritage Chair: Raquel Meneses Room 2
14:00	A Quantitative and Qualitative Analysis of Absorptive Capacity and Hospitality Literature Moraes Michelle Lins, Sofia Lopes and Anabela Monteiro , Universidade Europeia, Lisbon, Portugal	Consumers' Behaviour Lifestyle, Co-creation Accommodation and its Impact on Tourism Authentic Experience Ribeiro Bianca Bonassi, Universidade Presbiteriana Mackenzie, São Paulo, Brazil and Magdalena Grębosz-Krawczyk , Lodz University of Technology, Poland
14:30	Increasing the User Experience Research Maturity of a Middle East Online Travel Agency Pretorius Marco, Nelson Mandela University, Port Elizabeth, South Africa	An Exploratory Study of Links Between Solo Tourism Perceptions and Desires for Social Interaction and Solitude Leith Craig, Robert Gordon University, Aberdeen, Scotland, UK
15:00	Health and Wellness Tourism as source of Happiness and Quality of Life Alegria Joana Quintela, Carlos Costa , University of Aveiro, Portugal and Anabela Correia , Polytechnic Institute of Setúbal, Portugal	Heritage and Accessible Tourism in the Cõa Region: A Review of Ideas and Concepts Matos Silva Fátima, Helena Albuquerque , Universidade Portucalense, Porto, Cristina Sousa , Instituto Universitário de Lisboa - ISCTE-IUL, Portugal and Isabel Borges , Universidade Portucalense, Portugal
15:30	Summary of the Conference Award to the Winner of the Best PhD Paper & Best Poster	
15:45	<i>Close of Conference</i>	
	Posters have been uploaded to the facebook group where we invite participants to view them and comment/discuss their work https://www.facebook.com/groups/1557857884256012	
	Poster with a WIP Paper	Invited Posters
	Is Education and Skills Training Necessary to ensure Universal Accessibility in the Hospitality Industry? Swanepoel Lizinda, Cape Peninsula University of Technology, South Africa	Demand and Supply of Outdoor Tourism Activities in Northern Portugal - A survey based approach Fernanda A. Ferreira et al, Polytechnic of Porto, Portugal
	Barriers and Enablers to a Circular Economy in Small Island Destinations: The case of Orkney Islands, Scotland Sciacca Angelo, Edinburgh Napier University, UK	Motivations for Entrepreneurship in Portuguese Rural Tourism Fernanda A. Ferreira , Conceição Castro and Flávio Ferreira , Polytechnic of Porto, Portugal
	Poster Only	
	Role of Museums in Cultural Tourism in Poland: Perspectives of Development Suchocka Anna and Katarzyna Kozioł-Nadolna , University of Szczecin, Poland	PITCH THIS: Personal Branding and Storytelling in the Tourism ESP Classroom Vasconcelos Sandra, Polytechnic Institute of Porto and Ana Balula , University of Aveiro, Portugal
	Risk-Tourism and its Emotional and Cognitive Triggers: a case study Menezes Carolina, Diana Costa and Michelle Moraes , Universidade Europeia, Portugal and Áurea Rodrigues , Universidade de Évora,	Smart Specialization and Tourism: A Qualitative Analysis of the Literature Menezes Carolina & Michelle Moraes , Universidade Europeia, Portugal
	Role of Social Media in changing the Behavior of Tourists: An Empirical: Analysis from the Czech Republic Javed Mohsin Javed, Zuzana Tučková and Abdul Bashiru Jibril , Tomas Bata University in Zlin, Czech Republic	