



ADVANCES IN
HOSPITALITY AND TOURISM
MARKETING AND MANAGEMENT
CONFERENCE (AHTMM)

Conference Program

10 - 15 July 2017



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**7th ADVANCES IN HOSPITALITY AND TOURISM MARKETING AND MANAGEMENT
(AHTMM) CONFERENCE
July 10 – 15, 2017
CONFERENCE PROGRAM**

July 10, 2017 – Monday

19:00-20:00 Registration (Salamis Bay Conti Resort Hotel)

20:00-22:00 Welcome Reception with Light Snacks and Drinks (Salamis Bay Conti Resort Hotel)

July 11, 2017 – TUESDAY

08:15-09:20 Registration

09:30-10:30 Keynote Speech PROF. DR. GLAUCO DE VITA, Centre for Business in Society (CBiS), Professor in Business and Management, Faculty Research Centre for Business in Society, Coventry University

10:30-11:00 Coffee Break

11:00-12:30 Opening Ceremony

12:30-14:00 Lunch EMU Beach Club

14:15-15:15 Keynote Speech PROF. DR. WOLFGANG GEORG ARLT, Founder and Director of COTRI-China Outbound Tourism Research Institute, Professor for International Tourism Management at West Coast University of Applied Sciences

Keynote Speakers

PROF. DR. GLAUCO DE VITA



Glauco De Vita is a Professor of International Business Economics in the Centre for Business in Society (CBiS). A former Senior Analyst for an American multinational, Glauco joined Coventry University in November 2015, from Oxford Brookes where over the years he held several key roles including Research Area Leader for Economics, Strategy and International Business, and Associate Dean Research & Knowledge Exchange. Glauco has over 50 publications based on leading-edge contributions in various areas of economics, international finance and business and management. Some journal high spots include: *Economics Letters*; *Energy Economics*; *Journal of Financial Stability*; *Urban Studies*; *International Journal of Management Reviews*; *Journal of Business Research*; *Journal of Small Business Management*; *Annals of Tourism Research*; *Tourism*

Management; and *Journal of Travel Research*. He has published extensively also in management education (e.g., *Studies in Higher Education*), where he has also earned an international reputation. He has a track record of successful bid writing, including as ESRC grant award holder, and considerable experience of successful supervision of master and doctoral students as well as PhD examining (Bath, Reading, York, etc.). He is a member of various editorial boards and a Fellow of The HE Academy (UK). He also served as a Member of the Advisory Panel to the UK Government Department for Business, Innovation and Skills.

Research Interests

FDI; Growth; Exchange rates; International trade; Outsourcing/off-shoring; International education; International tourism flows; The macro environment and macroeconomic policy

PROF. DR. WOLFGANG GEORG ARLT



Prof. Arlt is a sinologist and professor with more than 35 years of practical and academic experience in Chinese tourism. Professor Arlt is Head Director at the Chinese Outbound Tourism Research Institute and Professor in International Tourism Management at the West Coast University of Applied Sciences in Germany.

He visited Mainland China for the first time in 1978 and more than 125 times since. In the 1990s he was the owner of an inbound tour operator with offices in Berlin and Beijing.

When he started to forecast China to become the biggest tourism source market in the world fifteen years ago, people were laughing, now he is a sought-after consultant and researcher. He is frequently quoted in all major international media including CNN, Time Magazine, The Times, The Economist, South China Morning Post etc. and publishes (starting Nov. 2013) his own blog on Chinese Tourism on www.forbes.com as well as being the editor of C.O.M.I. China Outbound Market Intelligence magazine. He works for international organisations, companies and governments around the world.

Prof. Arlt is a Fellow of the Royal Geographical Society (UK), Research Fellow of the Japanese Society for the Promotion of Science (Japan) and a member of the Education & Training Committee of PATA.

15:15-15:30 Coffee Break

Session I – July 11, Tuesday, 14.30-17.00

Date	Time	Place	Author	Subject
July 11	15.30-16.00	Salamis	Manuel Aleator Ribeiro, Robin Nunkoo, Dogan Gursoy and Alexandre Panosso-Netto	THE ROLES OF KNOWLEDGE AND TRANSPARENCY IN THE RELATIONSHIP BETWEEN CORRUPTION AND RESIDENTS' TRUST ON MEGA-EVENTS ORGANISING COMMITTEE
July 11	16.00-16.30	Salamis	Sangsan Phumsathan, Nanthachai Pongpattananurak, Sommai Udomwitid, Thitiwoot Chaisawateree and Waranan Tantiwat	DEVELOPMENT OF SUSTAINABLE TOURISM MODEL FOR THE PHA WANG NAM KHIAO – PHA KHAO PHU LUANG FOREST RESERVE, NAKHON RATCHASIMA PROVINCE, THAILAND
July 11	16.30-17.00	Salamis	Payam Mahasti and Rafooneh Sani	SUCCESSFUL URBAN PLACES AND SUSTAINABLE TOURISM; CASE OF TEHRAN'S BAZAAR

Date	Time	Place	Author	Subject
July 11	15.30-16.00	Lambousa	Kayode Aleshinloye, Kyle Woosnam, Manuel Ribeiro, Jingxian Jiang and Emrullah Erul	SOCIAL DETERMINANTS OF PLACE ATTACHMENT AT A NIGERIAN CULTURAL FESTIVAL
July 11	16.00-16.30	Lambousa	Mark Leenders	THE RELATIVE IMPORTANCE OF DESIGN AND PLACE FEATURES: A STUDY OF THE MADNES FESTIVAL IN THE NETHERLANDS
July 11	16.30-17.00	Lambousa	Hana Pravdová	STORY TOURISM AS A DISCURSIVE TOPIC OF PRODUCT PLACEMENT

Date	Time	Place	Author	Subject
July 11	15.30-16.00	Soli	Bishnu Sharma and Dogan Gursoy	INVESTIGATION OF DEMOGRAPHIC DIFFERENCE ON THE LOCAL COMMUNITIES' PERCEPTIONS OF EMOTIONS, TRUST, ATTACHMENT, AND SUPPORT FOR THE FIFA BRAZIL WORLD CUP
July 11	16.00-16.30	Soli	Wen-Ching Chang and Levent Altinay	ENHANCING THE SOCIAL WELLBEING OF ELDERLY THROUGH ENGAGEMENT WITH TEMPLES
July 11	16.30-17.00	Soli	Zeynep Sarıgül and Ali Öztüren	RESIDENTS' QUALITY OF LIFE AND ATTITUDES TOWARD EDUCATION TOURISM DEVELOPMENT IN NORTH CYPRUS

Date	Time	Place	Author	Subject
July 11	15.30-16.00	Porta Del Mare	Anne-Flore Maman Larraufie	STRATEGIC IMAGE MANAGEMENT OF CSR FOR LUXURY BRANDS – THE CASE OF LUXURY HOTELS
July 11	16.00-16.30	Porta Del Mare	Prof. Dr. Mithat Zeki Dinger, Prof. Dr. Füsün stanbullu Dinger, Zaid Alrawadieh and Parvin Mammadova	EXAMINING THE PERCEIVED DESTINATION IMAGE OF ISTANBUL AS REPRESENTED IN THE TRAVEL BLOGS OF WESTERN TRAVELERS
July 11	16.30-17.00	Porta Del Mare	Elham Anasori, Farzad Safaeimanesh and Habib Alipour	EXPLORING TOURISTS' DESTINATION IMAGES OF CULTURAL HERITAGES: THE CASE STUDY OF NORTH CYPRUS

Date	Time	Place	Author	Subject
July 11	15.30-16.00	Othello	Anil Kemal Kaya and Umüt Ayman	EWOM OF FIVE STAR HOTELS IN CYPRUS: A CONTENT ANALYSIS OF CONSUMER PERCEPTION THROUGH TRIPADVISOR
July 11	16.00-16.30	Othello	Arminda Almeida, Faten Jaber, Yuksel Ekinci and Sergio Moreno Gil	TOURIST MOTIVATIONS, ONLINE INFORMATION SEARCH BEHAVIOUR DESTINATION IMAGE AND DESTINATION LOYALTY
July 11	16.30-17.00	Othello	Solmaz L. Azarmi, Habib Alipour and Akeem Akeem A. Oladipo	USING ARTIFICIAL NEURAL NETWORK AND DESIRABILITY FUNCTION TO PREDICT WASTE GENERATION RATES IN SMALL AND LARGE HOTELS DURING PEAK AND LEAN SEASONS

17:00-17:30 Coffee Break

Session II – July 11, Tuesday, 16.00-19.00

Date	Time	Place	Author	Subject
July 11	17.30 - 18.00	Salamis	Anne-Flore Maman Larraufie	INDIRECT CITY-BRANDING THROUGH THE HYPERREAL REPRESENTATION OF THE CITY IN ADVERTISING – THE EXAMPLE OF VENEZIA
July 11	18.00 -18.30	Salamis	Azar Ghaedi, Ehsan Valipour, Sedigheh Safshekan and Samira Tayyebisoudkolaei	THE ROLE OF HISTORICAL URBAN PLAZA AS A TOURISTIC DESTINATION IN ISSUE OF URBAN TOURISM; THE CASE OF HISTORICAL PLAZAS OF ROME, ITALY
July 11	18.30-19.00	Salamis	Changlu Chen, Tatiana Chekalina and Matthias Fuchs	SOCIAL MEDIA'S INFLUENCE ON DESTINATION IMAGE, TOURIST SATISFACTION AND BEHAVIOURAL INTENTIONS

Date	Time	Place	Author	Subject
July 11	17.30 - 18.00	Lambousa	Shahrbano Shari Gholitabar, Carlos Manuel Martins Da Costa and Reza Esmaili	THE ECONOMIC IMPACT OF GEOTOURISM ON LOCAL COMMUNITIES IN THE QESHM GEOPARK
July 11	18.00 -18.30	Lambousa	Sami Fethi and Elif Senyucel	THE ROLE OF TOURISM DEVELOPMENT IN ENVIRONMENTAL KUZNETS CURVE: EVIDENCE FROM TOP AND BOTTOM TOURIST DESTINATIONS
July 11	18.30-19.00	Lambousa	Setareh Katircioglu	TESTING THE ROLE OF TOURISM GROWTH IN ENERGY CONSUMPTION: THE CASE OF NORTHERN CYPRUS

Date	Time	Place	Author	Subject
July 11	17.30 - 18.00	Soli	Idoko Ahmed Itodo, Shahrzad Safaeimanesh and Farzad Safaeimanesh	EXCHANGE RATE VARIATION AND THE TOURISM INDUSTRY IN TURKEY: A TIME SERIES ANALYSIS
July 11	18.00 -18.30	Soli	Gabriela Mordecki, Ana Cecilia Leiva and Nathalie Desplas	TOURISM DEMAND FOR MEXICO AND URUGUAY
July 11	18.30-19.00	Soli	Javaneh Mehran, Hossein GT Olya, and Habib Alipour	TREND OF OUTBOUND TOURISM EXPNEDITURE MODELING: A REVIEW STUDY

Date	Time	Place	Author	Subject
July 11	17.30 - 18.00	Porta Del Mare	Mahmoud Golabi and Gokhan zbirak	PERFORMANCE EVALUATION OF HUMAN RESOURCES AT FIVE-STAR HOTELS IN KYRENIA, CYPRUS: A DATA ENVELOPMENT ANALYSIS APPROACH
July 11	18.00 -18.30	Porta Del Mare	Georgiana Karadas and Osman M. Karatepe	AN EMPIRICAL INVESTIGATION OF JOB CRAFTING AMONG HOTEL EMPLOYEES
July 11	18.30-19.00	Porta Del Mare	Orhan Uluda and Hale Ozgit	HOW PSYCHOLOGICAL CAPITAL INFLUENCES ACADEMIC PERFORMANCE? TESTING THE MEDIATING EFFECT OF STUDENT ENGAGEMENT

Date	Time	Place	Author	Subject
July 11	17.30 - 18.00	Othello	Faraneh Sahraianjahromi, Sedigheh Safshekan and Azar Ghaedi	EFFECT OF ADAPTIVE REUSE OF HISTORICAL BUILDING ON TOURISM-LED REVITALIZATION
July 11	18.00 -18.30	Othello	Tahereh Arefipour and Habib Alipour	AN EXAMINATION OF ENVIRONMENTAL INSTITUTIONS AND CO-MANAGEMENT TOWARD ENVIRONMENTAL PROTECTION: THE CASE OF TRNC
July 11	18.30-19.00	Othello		

19:15 Back to the Hotel
19:30 Dinner at the Hotel

July 12, 2017 – WEDNESDAY

9:30 – 10:20 Registration

09:30-10:20 Coffee Break

SESSION III- July 12, Tuesday, 10.30-12.00				
Date	Time	Place	Author	Subject
July 12	10.30-11.00	Salamis	Ali Sukru Cetinkaya and Emine Vasfiye Korkmaz	THE EFFECT OF INSTITUTIONALIZATION ON EMOTIONAL LABOR BEHAVIOR: A RESEARCH IN HOSPITALITY ORGANIZATION IN ALANYA REGION
July 12	11.00-11.30	Salamis	Nahid Malazizi	THE ROLE OF SUBJECTIVE PERSON-JOB FIT ON THE RELATIONSHIP BETWEEN PERCEIVED ORGANIZATION SUPPORT AND JOB PERFORMANCE AMONG EMPLOYEES OF TOURISM PLANNING ORGANIZATION
July 12	11.30-12.00	Salamis	Georgiana Karadas, Turgay Avcı and Kayode Kolawole Eluwole	ABUSIVE SUPERVISION AND FRONTLINE HOTEL EMPLOYEES' QUALITY OF WORK-LIFE: THE MEDIATING ROLE OF WORK-FAMILY ENRICHMENT

Date	Time	Place	Author	Subject
July 12	10.30-11.00	Lambousa	Irene Huertas- Valdivia, JÉssica Braojos and F. Javier LlorÉns-Montes	OSTRACISM, SELF-ESTEEM, AND PERFORMANCE. A MODERATED MEDIATION
July 12	11.00-11.30	Lambousa	Magdaline Enow Mbi Tarkang Mary, Huseyin Arasli and Ruth Yunji	ETHICAL LEADERSHIP AND SUPERVISOR TRUST IN THE HOSPITALITY INDUSTRY
July 12	11.30-12.00	Lambousa	Steven W. Bayighomog Likoum, Uju Violet Alola, Shahrzad Amelshahbaz, and Victoria Ademilua	STUDENTS EXPOSURE TO A MULTICULTURAL ENVIRONMENT: DOES CULTURAL EXCHANGE INDUCE CULTURE AND RELIGIOUS TOLERANCE?

Date	Time	Place	Author	Subject
July 12	10.30-11.00	Soli	Huseyin Arasli and Elham Anasori	BULLYING IN THE HOSPITALITY INDUSTRY: THE ENEMY UNDER ICEBERG!
July 12	11.00-11.30	Soli	Olusegun A. Olugbade and Osman M. Karatepe	THE EFFECTS OF SELECTED ANTECEDENTS ON HOTEL CUSTOMER-CONTACT EMPLOYEES' SERVICE-ORIENTED ORGANIZATIONAL CITIZENSHIP BEHAVIORS
July 12	11.30-12.00	Soli	Özge Adan Gök, Yilmaz Akgündüz and Ceylan Alkan	THE EFFECT OF JOB STRESS AND PERCEIVED ORGANIZATIONAL SUPPORT ON TURNOVER INTENTIONS OF HOTEL EMPLOYEES

Date	Time	Place	Author	Subject
July 12	10.30-11.00	Porta Del Mare	Ismail Kizilirmak, Gurel Cetin, Pelin Nasöz, Sema Küçükali and Mehtap Balik	MANAGING CRISES IN SMHES: THE CASE OF TURKEY
July 12	11.00-11.30	Porta Del Mare	Mahboubah Bahreini and Cahit Adaoglu	DIVIDEND POLICY OF TRAVEL AND LEISURE COMPANIES IN WESTERN EUROPE
July 12	11.30-12.00	Porta Del Mare	Wisal Ahmad and Cahit Adaoglu	DETERMINANTS OF CORPORATE CASH-HOLDING LEVELS IN TOURISM INDUSTRY- AN EMPIRICAL EVIDENCE FROM UNITED KINGDOM

Date	Time	Place	Author	Subject
July 12	10.30-11.00	Othello	Efe Can Kılınç, Nazan ahbaz Kılınç, Mustafa Kartal	CONJUNCTURAL FLUCTUATIONS- TOURISM INCOME RELATIONSHIP: EU COUNTRIES AND TURKEY EXAMPLE
July 12	11.00-11.30	Othello	Qinqin Zhao, Meng Zhang, Xiaorong Fu and Si Shi	DOES MONEY WORK? THE IMPACT OF MONETARY INCENTIVE ON RE-SHARE INTENTION IN ONLINE TRAVEL COMMUNITY
July 12	11.30-12.00	Othello	Hasan Ozyapici, İhan Dalcı, and Dogan Unlucan	THE ROLE OF IFRS ADOPTION IN ATTRACTING SPONSORS TO FOOTBALL/SOCCER CLUBS: A FINANCIAL PERSPECTIVE

12:30-13:45 Lunch

SESSION IV- July 12, Tuesday, 14.00-15.30

Date	Time	Place	Author	Subject
July 12	14.00-14.30	Soli	Irene Huertas-Valdivia, Araceli Rojo Gallego-Burín and Marisel Fernández Giordano	NEW LEADERSHIP STYLES: THEIR EFFECTS ON HOSPITALITY EMPLOYEES
July 12	14.30-15.00	Soli	Rashin Kaviti and Osman M. Karatepe	WHAT FACTORS PREDICT HOTEL EMPLOYEES' ABSENCE INTENTIONS? AN EMPIRICAL INVESTIGATION
July 12	15.00-15.30	Soli	Homayoun Pasha Safavi and Osman M. Karatepe	JOB INSECURITY, JOB EMBEDDEDNESS AND THEIR EFFECTS ON HOTEL EMPLOYEES' SERVICE RECOVERY PERFORMANCE AND QUITTING INTENTIONS

Date	Time	Place	Author	Subject
July 12	14.00-14.30	Lambousa	Xiaoming Liu and Yi Fu	UNDERSTANDING OF THE CHARACTERISTICS OF TOURIST SOUVENIR IN TERMS OF CULTURAL CONTEXT
July 12	14.30-15.00	Lambousa	Christina Cavaliere and Donna Albano	BIOCULTURAL CONSERVATION AND ISLAND REDEVELOPMENT THROUGH CRAFT DISTILLERY TOURISM AND MARKETING: THE SHACKAMAXON ISLAND CASE STUDY
July 12	15.00-15.30	Lambousa	Mahmood Khan, Maryam Khan and Kalpagam Ramasubramanian	COMPETITIVE AND COMBATIVE ADVERTISEMENTS: A CASE STUDY IN HOSPITALITY BUSINESS

Date	Time	Place	Author	Subject (Online Presentation)
July 12	14.00-14.30	Salamis	Angelina Irina and Antonets Viktoriia	MARKETING PRIORITIES OF INDUSTRIAL TOURISM DEVELOPMENT
July 12	14.30-15.00	Salamis	Angelina Irina and Mikula Yana	THE MAIN PROVISIONS OF THE CONCEPT OF STRATEGIC DEVELOPMENT OF GASTRONOMIC TOURISM
July 12	15.00-15.30	Salamis	Jyldyz Djakypbay Kyzy and Ali Ozturen	PERCEPTIONS OF TOURISM IMPACTS AND SUSTAINABILITY CONCEPT: INSIGHTS FROM KYRGYZSTAN

Date	Time	Place	Author	Subject
July 12	14.00-14.30	Porta Del Mare	Erdogan Ekiz, Ali Bavik and Fevzi Okumus	EXAMINING THE EFFECTS OF TOURIST COMPLAINING CONSTRAINTS ON JUSTICE PERCEPTIONS AND LOYALTY INTENTIONS OF CHINESE TOURISTS IN ISTANBUL, TURKEY
July 12	14.30-15.00	Porta Del Mare	Svetlana Stepchenkova, Andrei Kirilenko and Elena Shichkova	INTENTION TO VISIT COUNTRY-TARGET OF ANIMOSITY: DECISION TREE MODEL OF YOUNG RUSSIAN TOURISTS
July 12	15.00-15.30	Porta Del Mare	Srikanth Beldona, Hemant Kher and Suresh Sundaram	GETTING TOO CLOSE? HOW GUEST ATTACHMENT STYLES IMPACT THE DESIRE FOR RELATIONSHIP CLOSENESS WITH HOSTS IN HOSPITALITY

Date	Time	Place	Author	Subject
July 12	14.00-14.30	Othello	Salim Akçay, Burhan Kılıç, Funda Ön Esen and Nisan Yozukmaz	THE FACTORS INFLUENCING SENIOR TOURISTS' HOTEL PREFERENCES
July 12	14.30-15.00	Othello	Maria Adela Balderas and Elena Urdaneta	SENIOR TOURISM AND HOSPITALITY INDUSTRY: CHALLENGES AND OPPORTUNITIES FOR IMPROVING THE CUSTOMER EXPERIENCE OF AN EVOLVING MARKET SEGMENT
July 12	15.00-15.30	Othello	Georgiana Karadas, Hasan Kılıç and Cathrine Banga	AN EMPIRICAL INVESTIGATION OF THE ANTECEDENTS OF VISITORS' LOYALTY IN A FESTIVAL SETTING

15:30-16:00 Coffee Break

SESSION V- July 12, Tuesday, 16.00-17.30

Date	Time	Place	Author	Subject
July 12	16.00-16.30	Salamis	Hacı Mehmet Yıldırım, Muammer Mesci, Nurcan Dökmeci and Seda Nur Beyaz	HEALTH TOURISM POTENTIAL OF KOCAELI AREA AND FUTURE ADVICE RECOMMENDATIONS: THE CASE OF STUDY
July 12	16.30-17.00	Salamis	Meltem Cano lu	DIFFERENCES BETWEEN MOTIVATIONAL FACTORS PERCEPTIONS OF MEDICAL TOURISTS AND MEDICAL TOURISM SERVICE PROVIDERS IN TURKEY
July 12	17.00-17.30	Salamis	Tugce Kurtulus and Ali Öztüren	THE MOTIVATION FACTORS AND THE PERCEPTIONS OF RESIDENTS IN NORTH CYPRUS TOWARDS MEDICAL TOURISM IN TURKEY

Date	Time	Place	Author	Subject
July 12	16.00-16.30	Lambousa	Reza Bahman Teimouri, Hüseyin Arasli, Hasan Kılıç and Iman Aghaei	DOES WORK ENGAGEMENT MEDIATE THE EFFECTS OF SERVICE ORIENTATION ON JOB EMBEDDEDNESS AMONG FULL TIME FRONTLINE FOUR AND FIVE STAR HOTEL EMPLOYEES IN NORTHERN CYPRUS?
July 12	16.30-17.00	Lambousa	Georgiana Karadas, Turgay Avcı and Ksenia Sumaneeva	PERSONAL AND JOB RESOURCES PREDICTING HOTEL EMPLOYEES' WORK ENGAGEMENT AND PERFORMANCE
July 12	17.00-17.30	Lambousa	Irene Huertas-Valdivia, María I. Roldán Bravo and Araceli Rojo Gallego-Burín	HOW TO BUILD ENGAGEMENT AMONG HOSPITALITY EMPLOYEES

Date	Time	Place	Author	Subject
July 12	16.00-16.30	Soli	Soad Abokhamis Mousavi	DESIGNING A MODEL FOR SUSTAINABLE SMALL-SCALE HOTEL BUILDING: A CASE OF NORTH CYPRUS
July 12	16.30-17.00	Soli	Olumide Metilelu	AN EXAMINATION OF SOCIO-POLITICAL AND ECONOMIC IMPACT OF ECOTOURISM IN HOST COMMUNITY-(A CASE OF AGBOWA-IKOSI AREA OF LAGOS STATE)
July 12	17.00-17.30	Soli	Habib Alipour, Farzad Safaeimanesh, Shahrzad Safaeimanesh and Aghdas Zaghian	SPATIAL DISTRIBUTION OF TOURISTS TO THE PERIPHERAL DESTINATIONS: THE CASE STUDY OF ISFAHAN, IRAN

Date	Time	Place	Author	Subject
July 12	16.00-16.30	Porta Del Mare	Dana Petranova	FILM TOURISM AS OPPORTUNITY FOR TOURISM DEVELOPMENT
July 12	16.30-17.00	Porta Del Mare	Sedigheh Safshekan, Azar Ghaedi, Solmaz Azarmi and Hamed Rezapouraghdam	MOTIVATIONS AND CONSTRAINTS ON RECREATIONAL SPORTS PARTICIPATION: PERCEPTIONS OF UNIVERSITY STUDENTS IN NORTHERN CYPRUS
July 12	17.00-17.30	Porta Del Mare	Yaou Hu, Li Pan, Meng Zhang and Xiaorong Fu	THE EFFECT OF ANTHROPOMORPHISM AND SOCIAL NETWORK MESSAGE TYPE ON CUSTOMER'S WILLINGNESS TO PATRONAGE THE BRAND

Date	Time	Place	Author	Subject
July 12	16.00-16.30	Othello	Mehmet Mehmetoglu and Sergio Venturini	PARTIAL LEAST SQUARES STRUCTURAL EQUATION MODELLING (PLS-SEM) FOR HOSPITALITY AND TOURISM RESEARCH
July 12	16.30-17.00	Othello	Atila Yuksel, Aydemir Ay, Aril Cansel and Erdogan Ekiz	QUALITY VS QUANTITY: WHAT EDİRNE'S TOURISM MANAGEMENT IS MISSING?
July 12	17.00-17.30	Othello	Emine Kale	CHARACTERISTICS OF GÖREME (TURKEY) TOURISM ENTERPRISERS AND WORK MOTIVATIONS

18:00 Back to the Hotel

19:00 Dinner at the Hotel

July 13, 2017 – THURSDAY

9:00-09:30 Registration

SESSION VI- July 13, Thursday, 09.30-11.00

Date	Time	Place	Author	Subject
July 13	09.30-10.00	Salamis	Mehmet Necati Cizrelionulları and Mehmet Veysi Babayiit	THE IMPACT CORRELATION OF KNOWLEDGE MANAGEMENT AMONG COMPETITIVE ADVANTAGE, HOTEL PERFORMANCE AND MARKET ORIENTATION IN HOSPITALITY INDUSTRY
July 13	10.00-10.30	Salamis	Cihan Alphon and Mine Haktanır	CURRENT PRACTICE OF CRITICAL SUCCESS FACTORS IN A HOTEL CONTEXT: A CASE STUDY
July 13	10.30-11.00	Salamis	Hamed Rezapouraghdam and Banafshe Esmaili	SUSTAINABLE DESERT-TOURISM DEVELOPMENT STRATEGIES IN KHARA DESERT, IRAN: A SWOT ANALYSIS APPROACH

Date	Time	Place	Author	Subject
July 13	09.30-10.00	Lambousa	Ça atan Ta kın, Erdo an Koç, Hakan Boz and Ahmet Akif Karadamar	MEASURING CUSTOMER-BASED BRAND EQUITY FOR BURSA: A CITY OF HISTORY AND CULTURE
July 13	10.00-10.30	Lambousa	Erdogan Ekiz and Ibrahim Alsini	WHAT HOTEL MANAGERS THINK ABOUT GUEST COMPLAINTS? CASE OF SAUDI ARABIAN HOSPITALITY INDUSTRY
July 13	10.30-11.00	Lambousa	Hanne Ala-Harja, Tuija Pitkäkoski and Inari Aaltojärvi	LUNCH CUSTOMER EXPERIENCE FACTORS IN RESTAURANT BUSINESS

Date	Time	Place	Author	Subject
July 13	09.30-10.00	Soli	Gurel Cetin, Orhan Akova, Ozan Atsiz and Mehtap Balık	COMPONENTS OF PACKAGE TOUR QUALITY
July 13	10.00-10.30	Soli	Ozan Kaya, Serhat Harman and Erol Duran	CRUISING MOTIVATION OF CRUISE PASSENGERS VISITED ISTANBUL
July 13	10.30-11.00	Soli	Michela Cesarina Mason, Andrea Moretti, Adriano Paggiaro and Francesco Raggiotto	DEVELOPING A CONCEPTUAL MODEL FOR A BETTER UNDERSTANDING OF SPORT EVENT TRAVELERS' BEHAVIOUR

Date	Time	Place	Author	Subject
July 13	09.30-10.00	Porta Del Mare	Ting Li, Fang Liu and Juanyi Liu	A QUALITATIVE STUDY ON ECOTOURISM EXPERIENCE IN CHINA
July 13	10.00-10.30	Porta Del Mare	Omer Çoban, Sebahattin Emre Dilek and Ecem Tezgel	BARRIERS TO ENVIRONMENTAL MANAGEMENT SYSTEMS (EMS): CASE OF 4 AND 5 STAR HOTELS IN ISTANBUL
July 13	10.30-11.00	Porta Del Mare	Uchechukwu Ukeje, Hatice Imamoglu and George Ike	TOURISM DEVELOPMENT AND ENVIRONMENTAL DEGRADATION IN TURKEY: AN ASYMMETRIC ARDL FRAMEWORK.

Date	Time	Place	Author	Subject
July 13	09.30-10.00	Othello	Marie Chan Sun, Dogan Gursoy, Rajendra P Gunpath, Fang Liu, Haywantee R Ramkissoon, Yangyang Jiang, Hristijan Kuzmanovikj, Wei Wei and Allan Lu	FOCUS GROUP DISCUSSION ON THE SMOKE-FREE SUPPORT HOTEL CONCEPT: MAIN THEMES AND SUB-THEMES
July 13	10.00-10.30	Othello	Füsün stanbullu Dinçer, Hülya Özçit, İbrahim Çifçi, Bahadır Sezer, Onur Cüneyt Kahraman and İsmail Ahino lu	A RESEARCH TO DETERMINE EXPECTATIONS, SATISFACTIONS AND DIFFICULTIES OF VISUALLY-IMPAIRED PERSONS: A CASE STUDY IN ACCESSIBLE MUSEUMS IMPLEMENTATIONS IN ISTANBUL
July 13	10.30-11.00	Othello	Sofia Lopes, Frédéric Vidal and Ana Brochado	HOSPITALITY IN HOSPITALS

11:00-11:30 Coffee Break

11:30 – 12:30 PANEL – Past, Current and Future of the North Cyprus Tourism Sector

İsmet Esenyel, Deputy Minister for Tourism & Environment, North Cyprus

Orhan Tolun, Chair of the Cyprus Turkish Travel Agencies Association

Fethi Boştaş, Chair of the Cyprus Turkish Hoteliers Association

12:30-14:00 Lunch

14:00-14:30 Coffee Break

July 13

14:30-17:30 PANEL: Publishing in Leading International Journals

PROF. DR. DOGAN GURSOY



Prof. Dr. Dogan Gursoy is the Taco Bell Distinguished Professor at Washington State University in the School of Hospitality Business Management and the Editor-in-Chief of *[Journal of Hospitality Marketing & Management](#)*. He developed and designed the “Hotel Business Management Training Simulation” (<http://www.hotelsimulation.com/>), a virtual management training game where participants are divided into teams and assigned the task of running 500-room hotels in a competitive virtual marketplace. The Hotel Business Management Training Simulation has been used for both revenue management and hospitality management purposes by several institutions. Dr. Gursoy received his Ph.D. degree from Virginia Tech. His research goal is to advance the theoretical and practical knowledge by meaningfully contributing to the state of the knowledge in hospitality and tourism. This process may involve investigation of an issue that has been neglected, re-examination of an existing area to advance the existing body of knowledge by integrating other theoretical constructs and theoretical structures, or re-modeling or improving of existing theoretical models. Dr. Gursoy is recognized as one of the leading researchers in the hospitality and tourism area. His area of research includes services management, hospitality and tourism marketing, tourist behavior, travelers’ information search behavior, community support for tourism development, cross-cultural studies, consumer behavior, involvement and generational leadership. His research has been published broadly in refereed Tier I journals such as *Annals of Tourism Research*, *Journal of Travel Research*, *Tourism Management*, *International Journal of Hospitality Management*, *Journal of Hospitality and Tourism Research*. His research has also been presented at numerous hospitality and tourism conferences and received numerous research awards. Dr. Gursoy has recently been recognized as one of the top 10 authors in the world in terms of publications in the top six hospitality/tourism journals during the past decade (*Journal of Hospitality and Tourism Research* (2011), 35(3), 381-416). Dr. Gursoy serves on the editorial board of several journals including *Annals of Tourism Research* (resource editor), *Journal of Social Inquiry* (associate editor), *International Journal of Hospitality Management*, *Journal of Hospitality and Tourism Research*, *Tourism Analysis*, *Journal of Travel & Tourism Marketing*, *International Journal of Contemporary Hospitality Management*, etc. Dr. Dogan Gursoy also receives frequent invitations to give key note speeches at international hospitality and tourism conferences. He is also an active member of International Council of Hotel, Restaurant and Institutional Education (ICHRIE) and Travel and Tourism Research Association (TTRA).

PROF. DR. LEVENT ALTINAY



Levent Altinay is a professor in the Faculty of Business at the Oxford Brookes University and the Editor-in-Chief of the Service Industries Journal. Altinay's research interests are in the areas of entrepreneurship, strategic alliances and international business. Using primarily qualitative methods as well as mixed methods, he is particularly interested in how entrepreneurs start up and develop their businesses and also how firms establish partnerships internationally. His work has been published in Journal of Business Research, International Small Business Journal, Journal of Small Business Management, Journal of Services Marketing, The Service Industries Journal, Annals of Tourism Research and Tourism Management. Altinay was a member of the Business & Economics Panel in Research Assessment Exercise (RAE) 2014 in Hong Kong. He sits on the editorial boards of more than twelve journals including Journal of Business Research and Journal of Services Marketing. He is also the Associate Editor, Europe, for Journal of Service Theory and Practice JSTP (formerly MSQ) and International Journal of Contemporary Hospitality Management. Altinay has strong record of attracting blue chip external funding, including funding from the ESRC (Economic and Social Research Council) and the British Academy. Altinay has co-authored strategic management, entrepreneurship and research methods textbooks.

Prof. Dr. Osman M. KARATEPE



Osman M. Karatepe is Professor of Marketing in the Faculty of Tourism at Eastern Mediterranean University (Gazimagusa, TRNC, via Mersin 10, 99628, TURKEY) and Fellow of the Hospitality and Tourism Management Academy: A Research Community. He obtained his Ph.D. degree in business administration from Hacettepe University in TURKEY. His research interests are in the areas of services marketing and management, internal marketing, and strategic management. Dr. Karatepe serves on the editorial review boards of several leading journals. He reviewed more than 200 papers for top-tier journals within the last thirteen years. Dr. Karatepe who has an h-index of 40 according to Google Scholar citations database has authored or co-authored over 110 articles in various journals, including the Journal of the Academy of Marketing Science, Journal of Business Research, Journal of Air Transport Management, Service Business, Journal of Services Marketing, Managing Service Quality, The Service Industries Journal, International Journal of Service Industry Management, Tourism Management, International Journal of Contemporary Hospitality Management, Journal of Hospitality Marketing and Management, Cornell Hospitality Quarterly, and International Journal of Hospitality Management. Dr. Karatepe is frequently shown as one of the most prolific researchers in the field of hospitality management. For example, in an article by Dev, Parsa, Parsa, and Bujisic (2015) published in the Journal of Teaching in Travel and Tourism, Dr. Karatepe was ranked 1st in Europe and 6th in the world based on four productivity factors such as number of publications, number of citations, consistency, and longevity in the hospitality field.

Assoc. Prof. Dr. Christina Geng-qing CHI



She is an associate professor in the School of Hospitality Business Management at Washington State University. She teaches hospitality operational analysis, lodging systems & procedures, current issues in Travel & Tourism classes. She received her Ph.D. degree from Oklahoma State University. Her area of research includes Customer satisfaction / loyalty in tourism & hospitality industry; Tourism destination image / branding; Local residents' attitudes towards tourism development; Sustainability in tourism & hospitality industry; Generation issues in hospitality industry. Her research has been published broadly in refereed Tier I journals such as *Annals of Tourism Research*, *Journal Travel Research*, *Tourism Management*, *International Journal of Hospitality Management*, *Journal of Hospitality and Tourism Research*. Her research has been presented at numerous hospitality and tourism conferences. She is also an active member of the International Society of Travel and Tourism Educators (I-CHRIE).

18:00 Back to the Hotel

20:00-23:00 GALA DINNER – EMU BEACH CLUB

23:00-01:00 *BEACH PARTY* – EMU BEACH CLUB

01:15 Back to the Hotel

July 14, 2017, FRIDAY**12:00 Registration****12:30 Lunch****SESSION VII- July 14, Friday, 14.00-15.30**

Date	Time	Place	Author	Subject
July 14	14.00-14.30	Salamis	Nuray Selma Ozdipciner and Seher Ceylan	ANALYSIS FOR TRAVEL AGENTS' WEB SITE CONTENT: AN IMPLEMENTATION IN AEGEAN REGION
July 14	14.30-15.00	Salamis	Selira Kotoua and Mustafa Ilkan	INFORMATION TECHNOLOGY AND TOURISM IN GHANA
July 14	15.00-15.30	Salamis	Martin Slivka and Slavomír Magál	VIRTUAL REALITY IN TOURISM

Date	Time	Place	Author	Subject
July 14	14.00-14.30	Lambousa	Mona Bouzari and Osman M. Karatepe	ANTECEDENTS AND OUTCOMES OF JOB INSECURITY AMONG HOTEL SALESPEOPLE
July 14	14.30-15.00	Lambousa	Niusha Talebzadeh and Osman M. Karatepe	THE EFFECTS OF WORK SOCIAL SUPPORT AND WORK ENGAGEMENT ON FLIGHT ATTENDANTS' CRITICAL JOB OUTCOMES
July 14	15.00-15.30	Lambousa	Shiva Ilkhanizadeh and Osman M. Karatepe	THE EFFECT OF SERVANT LEADERSHIP ON FLIGHT ATTENDANTS' SATISFACTION OUTCOMES: THE MEDIATING ROLE OF TRUST

Date	Time	Place	Author	Subject
July 14	14.00-14.30	Soli	Fatih Gorgun, Elham Ansori and Furkan Araslı	EFFECTS OF PERCEIVED JOB VALUE FIT AND EMPLOYEE-ORGANIZATIONAL VALUE FIT ON JOB PERFORMANCE: MEDIATING ROLE OF INTRINSIC MOTIVATION IN HOTELS INDUSTRY
July 14	14.30-15.00	Soli	Nazanin Naderiadib Alpler and Huseyin Araslı	EFFECT OF JOB STRESSORS ON EMPLOYEES WORK OUTCOME THROUGH BURNOUT
July 14	15.00-15.30	Soli	Murude Ertac and Servet Elidemir	THE EFFECT OF CREATIVITY ON TURNOVER MOTIVE AMONG HOTEL CHEFS: MODERATING ROLE OF WORK STRESS AND WORK SATISFACTION

Date	Time	Place	Author	Subject
July 14	14.00-14.30	Porta Del Mare	Erhan Bo an and Bekir Bora Dedeo lu	THE LINK BETWEEN PERCEIVED CORPORATE SOCIAL RESPONSIBILITY, COMMITMENT TO THE TOURISM INDUSTRY AND WILLINGNESS TO RECOMMEND THE ORGANIZATION
July 14	14.30-15.00	Porta Del Mare	Huseyin Arasli, Hamed Rezapouraghdam, Elaheh Behravesht and Amin Shahgerdi	CORPORATE SOCIAL RESPONSIBILITY IN THE HOTEL INDUSTRY: AN OBSERVATION THROUGH THE LENSE OF LEGITIMACY
July 14	15.00-15.30	Porta Del Mare	Fang Liu, Chao-zhi Zhang and Ting Li	EXPERIENCE AND REVISIT INTENTION IN AN ADVENTURE TOURISM CONTEXT

Date	Time	Place	Author	Subject
July 14	14.00-14.30	Othello	Barry Mak and Edic Sun	THE POSITIONING OF SMALL- AND MEDIUM-SIZED RETAIL TRAVEL AGENCIES IN HONG KONG
July 14	14.30-15.00	Othello	Seher Ceylan, Muhammet Emin Soyda and Nuray Selma Ozdipciner	DIFFERENCES OF COMMUNICATION SKILLS OF LOCALS WHO SERVE IN TOURISM SECTOR BY BUSINESSES THEY WORK FOR
July 14	15.00-15.30	Othello	Andrei Kirilenko and Shihan Ma	CLIMATE CHANGE AND TOURISM IN ENGLISH LANGUAGE NEWSPAPER PUBLICATIONS

15:30-16:00 Coffee Break

SESSION VIII- July 14, Tuesday, 16.30-18.00

Date	Time	Place	Author	Subject
July 14	16.30-17.00	Salamis	Maria Santana-Gallego, Jaume Rossello and Johan Fourie	THE EFFECTS OF TERRORISM, CRIME AND CORRUPTION ON TOURISM
July 14	17.00-17.30	Salamis	Hamed Rezapouraghdam, Raheleh Hassannia and Bahareh Hassanzadeh	TRAVELERS' PERCEPTION OF ENVIRONMENTAL DEGRADATION CAUSED BY UNSUSTAINABLE DEVELOPMENT IN PUBLIC TOURISM RESORTS: EVIDENCE FROM CASPIAN SEA REGION, IRAN
July 14	17.30-18.00	Salamis	Gunpath Rajendra Parsad and Pudaruth Sameerchand	MURDER AND RELATED OFFENCES: THE DILEMMA AMONG TOURISTS IN PARADISE-TOURIST DESTINATIONS THE MAURITIAN NEW PHENOMENON CASE STUDY

Date	Time	Place	Author	Subject
July 14	16.30-17.00	Lambousa	Hulya Tastan, Adem Yetim, Serife Cicik and Beril Donmez	THE ROLE OF LOCAL FOODS OFFERED AT RESTAURANTS IN THE ATTRACTIVENESS OF HATAY DESTINATION
July 14	17.00-17.30	Lambousa	Kurtulus Ozbasar, Furkan Arasli and Huseyin Arasli	ANTECEDENTS OF CULINARY ART CAREER CHOICE AMONG VOCATIONAL HIGH SCHOOL STUDENTS: A CASE OF NORTH CYPRUS
July 14	17.30-18.00	Lambousa	Sarvnaz Baradarani and Özlem Altun	REASONS BEHIND STUDENTS' CHOICE OF GASTRONOMY AND CULINARY ARTS: CASE OF NORTHERN CYPRUS

Date	Time	Place	Author	Subject
July 14	16.30-17.00	Soli	Mehmet Veysi Babayi it and Mehmet Necati Cizreliou ulları	THE MEDIATING ROLE OF ETHICAL LEADERSHIP BETWEEN THE PSYCHOLOGICAL CAPITAL AND JOB SATISFACTION LEVELS OF THE IMMIGRANT EMPLOYEES IN NORTH CYPRUS HOTEL INDUSTRY

July 14	17.00-17.30	Soli	Anastasia Ozturk and Osman M. Karatepe	THE IMPACT OF PSYCHOLOGICAL CAPITAL ON HOTEL CUSTOMER-CONTACT EMPLOYEES' NONATTENDANCE INTENTIONS AND CREATIVE PERFORMANCE: TRUST AS A MEDIATOR
July 14	17.30-18.00	Soli	Hasan Kılıç, Turgay Avcı, and Huda Megeirhi	UNDERSTANDING THE FUNCTIONAL RELATIONSHIP BETWEEN TEAM PSYCHOLOGICAL CAPITAL, AUTHENTIC LEADERSHIP AND WORKPLACE INCIVILITY: A THEORETICAL FRAMEWORK

Date	Time	Place	Author	Subject
July 14	16.30-17.00	Porta Del Mare	Habib Alipour, Hamed Rezapouraghdam, Sima Rahimizhian, Arezoo Soosan, Farzad Safaeimanesh, Hewa S Khalid and Maryam Alsadat Seyed Abolghasemi	AN EXAMINATION OF THE ROLE OF EDU-TOURISM IN DESTINATION MANAGEMENT AND DEVELOPMENT THROUGH LOCALS' PERSPECTIVE: THE CASE OF EMU/TRNC
July 14	17.00-17.30	Porta Del Mare	Johra Fatima	MODERATED MODERATION EFFECT OF AGE AND GENDER ON ATTITUDE-INTENTION LINK FOR MOBILE-BASED TOURISM EDUCATION IN EMERGING MARKET
July 14	17.30-18.00	Porta Del Mare	Mustafa Ilkan, Mobina Beheshti, Sima Rahimizhian and Erim Atalar	THE ROLE OF INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) IN TOURISM EDUCATION: A CASE STUDY OF HIGHER EDUCATION STUDENTS

Date	Time	Place	Author	Subject
July 14	16.30-17.00	Othello	Lijuan Su, Svetlana Stepchenkova and Elena Shichkova	MARKETING TO AN UNFRIENDLY AUDIENCE: EFFECT OF THE BRAND USA PROMOTIONAL VIDEO ON RUSSIAN TOURISTS
July 14	17.00-17.30	Othello	Eli Avraham	NATION BRANDING AND STRATEGIES FOR COMBATTING TOURISM CRISES AND STEREOTYPES TOWARDS DESTINATIONS
July 14	17.30-18.00	Othello	Ça atan Ta kin and Ahmet Akif Karadamar	EXPLORING RELATIONSHIPS AMONG THE ANTECEDENTS OF DESTINATION BRAND LOYALTY: A SYMBOLIC CONSUMPTION PERSPECTIVE

18:30 Back to the Hotel

19:30 Dinner at the Hotel

July 15, 2017, SATURDAY

Optional Tour of the Island (Cultural Attractions)

Cultural Sightseeing Tour including bus transfers, packed lunch with a soft drink are the complements from the Conference Committee (Anything else consumed at the stopover points will be at your own expense.)

We look forward to welcoming you at the *7th Advances in Hospitality and Tourism Marketing and Management* conference in Famagusta, North Cyprus!