



Tuesday: 7 August 2018									
08:00 – 18:00	Registration								
08:00 – 09:00	Refreshments and open space consultation								
09:00 – 09:30	Welcome address on behalf of TESA: Prof Elmarie Slabbert (TESA President)								
09:30 – 10:00	Keynote presentation: Prof IOG Moche (Unisa: Vice-Principal: Teaching, Learning, Community Engagement and Student Support)								
10:00 – 10:30	Keynote presentation: Prof Wiendu Nuryanti , Gadjah Mada University, Indonesia								
10:30 – 11:00	Refreshments and open space consultation								
11:00 – 12:30	Academic Paper sessions								
	Tourism and Hospitality Trends	African Union Agenda 2063 and Tourism	Tourism Cities and Urban Tourism	Sustainable Macro Economic Development and Related Themes	The Future of Tourism and Hospitality in the Artificial Intelligence (AI) Era	African Union Agenda 2063 and Tourism	Tourism and Hospitality Trends	The Blue Ocean Economy and Tourism	
Session Chair	Melise de Lima Pereira (Universidade Federal do Rio Grande, Santa Vitória do Palmar, Brazil)	MV Moeketsi (Lerotholi Polytechnic, Lesotho)	Stephen Pratt (The Hong Kong Polytechnic University, People's Republic of China)	Kevin Mearns (UNISA, South Africa)	Wolfgang Georg Artl (Germany)	Adriaan Chris Grobler (Application of National Accounts Statistics, South Africa)	Karin Weber (Polytech University, People's Republic of China)	Prof Ernie Heath (University of Pretoria, South Africa)	

1	Tourist complaints about China inbound tourism market: Natural destination vs Cultural destination	Profiling and segmentation of international tourists in Lesotho	Begpacking: Entrepreneurial Nomads or Global Parasites?	Management of cost and benefit sharing processes in Protected Areas: A case of Phinda Private Game Reserve, Umkhanyakude District, KwaZulu-Natal	Leapfrogging into cashless tourism	Identifying The Key Determinants Of Visiting/ Participating In An Attraction/Activity	Turnover or retain: a dynamic research about hotel interns' career choices and factors influencing retention under the perspective of organizational socialization	Maritime Clusters and the Ocean Economy: An Integrated Approach to Managing Coastal and Marine Space
	Xinyi Liua, Zhiyong Lia, Junjie Wena; (Sichuan University, People's Republic of China)	MV Moeketsi (Lerotholi Polytechnic, Lesotho), T Ramukumba (Nelson Mandela University, South Africa)	Stephen Pratt (The Hong Kong Polytechnic University, People's Republic of China)	Jones Muzirambi, Kevin Mearns; (UNISA, South Africa)	Wolfgang Georg Arlt (Germany)	Lesedi Nduna, Ciné van Zyl (UNISA, South Africa)	Xiaoman Zhou, Biyan Wen (Jinan University, People's Republic of China)	Peter Myles (Nelson Mandela Bay Maritime Cluster, South Africa)
2	Collaborative Approach to Destination Marketing: Benefits versus Challenges	Ethnic gastronomy as a god given medicinal heritage therapy.	Development of urban tourism in Botswana in the wake of HIV/AIDS – The case of Francistown	Geoparks and Communities: Social Capital and Community Involvement in Protected Areas, Shennongjia Geopark (Hubei Province, PRC)	What can OTAs learn from online consumer comments about weekend getaway packages?	Living out of the Suitcase: Is Domestic Tourism an Effective Tool for Regional Convergence-Divergence of Expenditure Patterns in SA from 2013 to 2015?	In search of Cultural Creatives as transmodern tourists in Soweto	Governance and coordination of marine and coastal tourism in South Africa: challenges and opportunities
	Thina Litshani, Peta Thomas; (University of Johannesburg, South Africa)	Edinah Tendani (Zimbabwe), Magdalena Petronella (Nellie) Swart, Dorothy Queiros (UNISA, South Africa), Ciné van Zyl (UNISA, South Africa)	Lisbon Simeon Ketshabile (Botswana Accountancy College, Botswana)	Dong Qian, Deng Yia; (Hubei University of Economics, People's Republic of China)	Yan MAO (Hubei University of Economics, People's Republic of China)	Adriaan Chris Grobler (Application of National Accounts Statistics, South Africa)	Sandile Mkhize, Milena Ivanovic (University of Johannesburg, South Africa)	Joram Ndlovu, Nokuthula Cele, Urmilla Bob, Sabine Marschall, Mabuyi Gumede, Taemane Phoofofo; (University of KwaZulu-Natal, South Africa)
3	Assessing the Influence of Personal Values on the Overall Image of Tourism Coastal Destinations with Robust Regression Analysis.	The role of Umkhosi WoMhlanga (Reed Dance) and Indoni Cultural events through the eyes of young women in KwaZulu-Natal: Cultural Tourism Approach	Perception of place image by inner-city and suburban residents – The Case of Novi Sad (Serbia)	Examining the Impact of Air Connectivity on Mainland Chinese Tourist Arrivals to Africa: A Gravity Model Approach	Perception of risk & trust and tourists' acceptance of eTourism technologies: A synthesis of academic literature	The food service industry's efforts towards combating obesity	Experiencing Chinese Cuisine: A Content Analysis of Chinese Food Images among English-speaking International Travellers	South Africa and the Blue Ocean Economy: Understanding External Risks in the Dive Tourism Industry

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Workshop

	(Universidade Federal do Rio Grande, Santa Vitória do Palmar, Brazil), Francisco Antonio dos Anjos (Universidade do Vale do Itajaí, Brazil), Edar da Silva Añaña (Brazil), Christian Weismayer (MODUL University, Austria)	Gugulethu S. Nkosi (University of Zululand, South Africa)	Miroslav D. Vujičić, Uglješa Stankov, Sanja Božić, Đorđije A. Vasiljević; (University of Novi Sad, Serbia)	Eric Tchouamou Njoya, Nan Chen, Hanqun Song; (University of Huddersfield, England)	Shahab Pourfakhimi (University of the Sunshine Coast, Australia) Willem Coetzee (University of Otago, New Zealand), Tara Duncan (Dalarna University, Sweden)	Akhona Melani (University of Mpumalanga, South Africa), Hema Kesa (University of Johannesburg, South Africa)	Xinran Lehto (Purdue University, United States of America), Qiyao Pu (Purdue University, United States of America), Xiaoxiao Fu (University of Central Florida, United States of America)	Dimitri Dimopoulos, Dorothy Queiros, Ciné van Zyl; (UNISA, South Africa)
4	Writings on the wall – an exploration of the role of graffiti in the Co-creation of backpacker space	Ancient Cultural Linkage Of Ethiopia With India: Case Of Almaqah Temple Of Yeha (Ethiopia)	Can urban lake recreational pressure be measured? The impacts of urbanization on Wuhan's lakes	Tourism development as a poverty alleviation strategy in community-owned conservation areas: a case study of the Somkhanda Game Reserve, KwaZulu-Natal	Kitchen staffs' perceptions and attitudes towards Artificial Intelligence: The case of a Gauteng Hotel Group	Tourists' Perceptions of Victoria Falls Tourism Product	Banding Together: Examining Effects of a Joint Stakeholder External Service Recovery	Effectiveness of Marine Protected Areas (MPAs) as part of the Marine and Coastal Tourism Management Strategy in South Africa, the Case of Aliwal Shoal MPA in the south of KZN, SA
	Xiongbin Gao (University of Surrey, England), Wenjie Cai (University of Greenwich, England)	Alok Kumar (Mekelle University, Ethiopia)	Yan Gao, Zutao Deng, A M Morrison; (Hubei University of Economics, People's Republic of China)	Sakhile Nsukwini (University of Mpumalanga, South Africa)	D S Hewson, C H Mabaso, G Vingerling; (University of Johannesburg, South Africa)	Washington Makuzva, Ncedo Jonathan Ntloko (Cape Peninsula University of Technology, South Africa)	Karin Weber, Cathy Hsu; (Polytech University, People's Republic of China)	Nokuthula Cele, Joram Ndlovu; (University of KwaZulu-Natal, South Africa)
12:30 – 13:30	Lunch and open space consultation							
13:30 – 15:00	Academic Paper Sessions							
	Tourism and Hospitality Trends	African Union Agenda 2063 and Tourism	Sustainable Macro Economic Development and Related Themes	Arts and Culture Papers	Teaching and Learning in Tourism and Hospitality	Tourism Cities and Urban Tourism	Tourism and Hospitality Trends	The Brazilian, Russian, Indian, Chinese, African (BRICS) outbound tourism market
Session Chair	Annamarie Nicely (Purdue University, United States of America)	Nolwazi Mabaleka (Cape Peninsula University of Technology, South Africa),	Chonlada Pharino (James Cook University, Australia)	Liana van der Merwe (UNISA, South Africa)	Zhang Xiao (University of Zhejiang, People's Republic of China)	B Budisetyorini (Sekolah Tinggi Pariwisata Bandung, Indonesia)	Winnie Chiu (The Open University of Hong Kong, People's Republic of China)	Svetlana Stepchenkova (USA and Russia)
	Exploring the factors shaping the wine tourists' behavior: The case of Santorini, Greece	What tourism SME can do to increase their inclusion in the tourism supply chain?	Paranormal Tourism Planning: Stakeholders' views in South East Asia		Toward a Supply Chain Approach for Undergraduate Tourism Education: Changing the Game	The evolution of Creative industry and Urban Tourism	Cultural Disparity and Visitor Harassment Interpretation	Chinese Tourists' Travelling Expectations and Experiences in North Korea

1	Vasiliki Avgeli(Higher Technological Educational Institute of Crete, Greece), Marios Sotiriadis (UNISA, South Africa), Anna Sakoualou (Greece)	Septi Bukula (SEEZA The Destination Network , South Africa)	Chonlada Pharino, Philip Pearce; (James Cook University, Australia)		PL Molefe (Tshwane University of Technology, South Africa)	Fangfang Liu (Sun Yat-Sen University, People's Republic of China)	Annmarie Nicely (Purdue University, United States of America)	Xiaohui Ni, (Joe) Yong Zhou; (Macau University of Science and Technology, People's Republic of China)
2	Visitor Harassment Solutions, Implications for Future Research	Collaboration and sensitisation as strategies for community involvement in Nigeria's event tourism development: The Abia State Example	Forming mechanism and assessment of flood risk in coastal tourist attractions—a case study in Shanghai		A Study on Fostering Route of Undergraduates Majored in Tourism Management Based on the Studio-centered Paradigm.	Urban Tourism Destination Readiness for Millennial Market Trends Case Of Capital Cities Of Provinces In Java Island, Indonesia	Exploring Leadership Competencies: Challenges of the Study Tour Leader	Decision Making of Russian Tourists to Travel in a World Shaped by Instability
	Annmarie Nicely, Shweta Singh, Dan Zhu, Soyoun Yoo; (Purdue University, United States of America)	Nneoma Grace Ololo, Peter Dieke, Pamela Eze-Uzomaka; (University of Nigeria, Nigeria)	Ying Zou, Yong Shi; (Zhengzhou University, People's Republic of China)		Zhang Xiao (University of Zhejiang, People's Republic of China)	B Budisetyorini, F F Puksi, R W Rahtomo, P J J Josary, D.A. Salam, W. Wulandari, J P N R Siahaan, Rumba, R Renaldy, V Y Pamungkas; (Sekolah Tinggi Pariwisata Bandung, Indonesia)	Winnie Chiu (The Open University of Hong Kong, People's Republic of China)	Svetlana Stepchenkova, Elena Shichkovab, Lijuan Sua; (USA and Russia)
3	A Tourism Employee Talent Management Framework to Predict Employee Retention for Selected Hotels in Zimbabwe.	An appraisal of sustainable tourism strategies in Africa's mixed World Heritage Site	Managing HCD Risk in Service Organisations – A Collaborative Responsibility		The Necessity of Evaluation of a New Food and Beverage Operations Programme	Developing a brand profile for a tourism destination: the case of Johannesburg, South Africa	Exploring Destination Image Perceptions in a Surf Spot – Praia do Rosa - Brazil	Social Class Revisited: An Empirical Study Of Chinese Outbound Travel Behavior
	Barbara Mutadzakupa, Magdalena Petronella (Nellie) Swart, Ciné van Zyl; (UNISA, South Africa)	Dumsile Cynthia Hlengwa, Philisiwe Juliet Mchunu (Durban University of Technology, South Africa)	Cashandra C Mara, Cookie M Govender; (University of Johannesburg, South Africa)		Nanikie Zungu, EA Sao Joao; (University of Johannesburg, South Africa)	Davis Muzeza, Ciné van Zyl; (UNISA, South Africa)	Sabrina da Rosa, Francisco Antônio dos Anjos, Melise de Lima Pereira, Marcos Arnhold Junior; (Universidade do Vale do Itajaí, Brazil)	Li Xuefeng (Fudan University, People's Republic of China)

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4	Emotional encounters with cultures; when are you surprised, confused or interested?	Tourists' profile visiting Gansbaai for shark cage diving	The effects of major sport event leveraging for tourism and destination branding: the case of South Africa as an emerging destination		The Importance of Effective Cultural Diversity Training Programmes for Hotels	Destination Management Organisation Functions in Advancing Business Tourism	Loyalty Model for Soccer Clubs in South Africa	
	Samira Zare, Philip Pearce; (James Cook University, Australia)	Nolwazi Mabaleka (Cape Peninsula University of Technology, South Africa), Ncedo Jonathan Ntloko (Cape Peninsula University of Technology, South Africa), Kamilla Swart (American University in the Emirates, Dubai)	Janice Hemmonsbey (University of Johannesburg, South Africa)		Thabiso Carrington Nkitseng, Hema Kesa; (University of Johannesburg, South Africa)	Nosi Mahlangu (University of Pretoria, South Africa)	Victor S Mogajane, Lindie du Plessis, Elmarie Slabbert; (North-West University, South Africa)	
15:00 – 15:15	Refreshments and open space networking							
15:15 – 16:35	Academic Paper Sessions							
	Tourism and Hospitality Trends	African Union Agenda 2063 and Tourism	Teaching and Learning in Tourism and Hospitality	Tourism Policy, Planning and Governance	Wildlife Tourism / Ecotourism	African Union Agenda 2063 and Tourism	Tourism and Hospitality Trends	The Future of Tourism and Hospitality in the Artificial Intelligence (AI) Era
Session Chair	Vitor Roslindo Kuhn (University of Vale do Itajaí, Brazil)	Prof Sam Ngwenya (University of South Africa)	Han Shen (Fudan University, People's Republic of China)	Sandra Sydnor (Purdue University, United States of America)	Samukelisiwe Nkwanyana (University of Zululand, South Africa)	J.L. Hattingh (Central University of Technology, South Africa)	Jianfeng Liu (Minzu University of China, People's Republic of China)	Ruhet Genç (Turkish German University, Turkey)

1	<p>Setting the Agenda: Consumer Resistance and Anti-Consumption in Tourism</p>	<p>Local residents' perceptions of the socio-economic impacts of the Breedekloof Outdoor and Wine Festival, Western Cape, South Africa</p>	<p>Expectations And Realities of International Students</p>	<p>The impact of Mindfulness Meditation on Class Service Design Projects with Local Community Businesses</p>	<p>Level of Place Attachment of Visitors' Favourite South African National Parks</p>	<p>Stakeholder perceptions on local economic development (LED) and route tourism on the Four Deserts Tourism Route in Namibia</p>	<p>The Relationship Amongst Responsible Tourism, Tourism Experience, Satisfaction And Behavioral Intentions</p>	<p>Smart Tourism Development in China: Applications, Experiences and Challenges</p>
	<p>Ksenia Kirillova (Polytechnic University, People's Republic of China)</p>	<p>Shameelah Ismail (Cape Peninsula University of Technology, South Africa)</p>	<p>Olabanji Adediran (Tshwane University of Technology, South Africa), Willem JL Coetzee (University of Otago, New Zealand)</p>	<p>Sandra Sydnor (Purdue University, United States of America)</p>	<p>T Erasmus (UNISA, South Africa), EP De Crom (Tshwane University of Technology, South Africa)</p>	<p>J.L. Hattingh (Central University of Technology, South Africa), J.L. Olivier (Namibia Tourism Board, Namibia)</p>	<p>Perunjodi Naidoo (University of Technology, Mauritius)</p>	<p>Xia Wang, Feng Zhen, Jia Tang, Danli Liu; (Nanjing University, People's Republic of China)</p>
2	<p>Innovation And Entrepreneurial Self-Efficacy: Impact on restaurant performance.</p>	<p>Tourism and Entrepreneurship Development: The case of the Democratic Republic of Congo</p>	<p>A Study on the Service Quality and Students' Satisfaction of Outbound Summer Camp</p>	<p>Evaluation of Tourism Governance through the perception of its actors: the case of the State of Santa Catarina, Brazil.</p>	<p>The Roles of Interpretation in the Management of National Parks in South Africa</p>	<p>Exploring how Stokvels can enable tourism SMME development: a Limpopo Province case study</p>	<p>Assessing the Aesthetic Experience of Tourism Environment</p>	<p>Artificial Intelligence and the Development of Smart Tourism</p>
	<p>Vitor Roslindo Kuhn, Sara Joana Gadotti dos Anjos (University of Vale do Itajaí, Brazil)</p>	<p>Jean-Marie Mbuya (University of Johannesburg, South Africa)</p>	<p>Han Shen (Fudan University, People's Republic of China), Xiaojie Zhu (Fudan University, People's Republic of China), Ying Zhang (Central University For Nationalities, People's Republic of China)</p>	<p>Marcos Arnhold Junior, Francisco Antônio dos Anjos; (Universidade do Vale do Itajaí, Brazil)</p>	<p>Kevin Mearns, Elricke Botha; (UNISA, South Africa)</p>	<p>Nonhlanhla Tshabalala, Magdalena Petronella (Nellie) Swart (UNISA, South Africa)</p>	<p>Jianfeng Liu (Minzu University of China, People's Republic of China), Ying Zhanga (Liaocheng University, People's Republic of China)</p>	<p>Ruhet Genç (Turkish German University, Turkey)</p>
	<p>Front office staff's intrinsic motivation and guest orientation: Their impact on the relationship between self-efficacy and effort to perform services relating to tourist attractions</p>	<p>Crisis management for business tourism: a model for emerging tourism destinations.</p>	<p>Concocting a Curriculum that is Authentic and Responsive to Industry Needs</p>	<p>Corporate travel policy compliance: a generational analysis of corporate travellers</p>	<p>An Investigation on tourist's expectations and experiences visiting the Royal Natal National Park and Game Reserves in Southern Drakensberg, KwaZulu-Natal.</p>	<p>The South African Tourist Guiding Legal Environment</p>	<p>Innovation and Performance in Hotels in Kenya and South Africa</p>	<p>Public Response to Service Failure on Sina Weibo: Implications for Crisis Communication</p>

3	Sello Nthebe, Magdalena Petronella (Nellie) Swart, Dorothy Queiros; (UNISA, South Africa)	Godfrey Machaka (UNISA, South Africa)	Mosa Robert Thema (Durban University of Technology, South Africa)	Mnandi Weber (University of Pretoria, South Africa)	Samukelisiwe Nkwanana, Usanda Bekebu, Sifiso Mhlongo; (University of Zululand, South Africa)	Sian Pretorius (University of Pretoria, South Africa)	Erick V.O. Fwaya (The Technical University of Kenya, Kenya), Hema Kesa (University of Johannesburg, South Africa)	Lijuan Su, Svetlana Stepchenkova, Andrei P Kirilenko (University of Florida, United States of America)
4	The Black Panther Prowls: Film, Stories, Tourism and Cultural Capital.	Expenditure patterns of students at tourist attractions in Vhembe District Municipality	How important are mice to the tourism industry?	Specialty coffee consumption amongst consumers in Gauteng	The contribution of shark cage diving tourism to coastal economies: a case study of a coastal town in the Western Cape, South Africa.			Innovations in Smart Tourism Adoption: A Case Study of Pretoria, South Africa
	Hannes Engelbreght (University of Pretoria, South Africa)	Magdeline Segooa-Maombe, University of Venda, South Africa)	Zimkitha Bavuma (Cape Peninsula University of Technology, South Africa)	Ronald Urwin (University of Johannesburg, South Africa)	Nolwazi Mabaleka (Cape Peninsula University of Technology, South Africa)			Munei Nengovhela (University of Venda, South Africa)
16:35 – 17:05	Keynote presentation: Prof Bihu Tiger Wu , ITSA Founding Chairman, Peking University, PR China (Title: Old Continent Shaped by Journeys? A Classic Travel Notes Perspective)							

