



ToSEE - Tourism in Southern and Eastern Europe
6th International Scientific Conference
ToSEE – Smart, Experience, Excellence
&
ToFEEL – Feelings, Excitement, Education, Leisure
30 June – 02 July 2021, Opatija, Croatia
University of Rijeka, Faculty of Tourism and Hospitality Management



Wednesday, 30 June 2021 AMADRIA PARK GRAND HOTEL 4 OPATIJSKA CVIJETA, OPATIJA		
18.00 – 19.00	Welcome drink	Oleandar Hall

The conference will take place at the **Faculty of Tourism and Hospitality Management**, Ika, Primorska 46.

Thursday, 01 July 2021 FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT		
08.00 – 09.00	Conference registration	Entrance hall
09.00 – 09.30	Official welcome and conference opening	Onsite: B2 Hall - Kvarner at the Faculty Online: MS Teams
09.30 – 10.00	Coffee break	Entrance hall, faculty lobby
10.00 – 11.30	PLENARY SESSION	Onsite: B2 Hall - Kvarner at the Faculty Online: MS Teams
	Dimitrios Buhalis, PhD. Bournemouth University, England Smart and ambient intelligence tourism Stanislav Ivanov, PhD. Varna University of Management, Bulgaria Biosecurity as a driver of automation in tourism	
11.30 – 12.00	Coffee break	Entrance hall, Faculty lobby
12.00 – 13.30	Panel sessions (1)	Onsite: B2 Hall - Kvarner at the Faculty Online: MS Teams
12.00 – 13.30	Panel sessions (2)	Onsite: B7 Hall at the Faculty Online: MS Teams
13.30 – 14.30	Lunch, break	Bistro MUL, Faculty
14.30 – 16.00	Panel sessions (3)	Onsite: B2 Hall - Kvarner at the Faculty Online: MS Teams
14.30 – 16.00	Panel sessions (4)	Onsite: B7 Hall at the Faculty Online: MS Teams
16.00 – 16.30	Pause/refreshments	Entrance hall, faculty lobby
16.30 – 18.00	Panel sessions (5)	Onsite: B2 Hall - Kvarner at the Faculty Online: MS Teams
16.30 – 18.00	Panel sessions (6)	Onsite: B7 Hall at the Faculty Online: MS Teams

18.30	<i>Informal dinner</i>	<i>Faculty</i>
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Thursday, 01 July 2021		ReCeZa project
10.00 – 11.30	Introductory lecture	<i>B2 Hall - Kvarner at the Faculty</i>
11.30 – 12.00	<i>Coffee break</i>	<i>Entrance hall, faculty lobby</i>
12.00 – 14.00	New Age Tourism: The Role of Competence Centers	<i>B5 Hall at the Faculty</i> <i>Online: MS Teams</i>
14.00 – 15.00	<i>Lunch, break</i>	<i>Bistro MUL, Faculty</i>
		

Thursday, 01 July 2021		Meet the Editors
16.30 – 17.30	Meet the Editors of scientific journals	<i>Onsite: B5 Hall at the Faculty</i> <i>Online: MS Teams</i>
	Tourism Review	
	The European Journal of Tourism Research	
	Tourism and Hospitality Management	

Friday, 02 July 2021		FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT
08.00 – 09.00	<i>Conference registration</i>	<i>Entrance hall</i>
09.00 – 10.30	Panel sessions (7)	<i>Onsite: B2 Hall - Kvarner at the Faculty</i> <i>Online: MS Teams</i>
09.00 – 10.30	Panel sessions (8)	<i>Onsite: B7 Hall - Kvarner at the Faculty</i> <i>Online: MS Teams</i>
10.30 – 11.00	<i>Coffee break</i>	<i>Entrance hall, faculty lobby</i>
11.00 – 12.30	Panel sessions (9)	<i>Onsite: B2 Hall - Kvarner at the Faculty</i> <i>Online: MS Teams</i>
11.00 – 12.30	Panel sessions (10)	<i>Onsite: B7 Hall - Kvarner at the Faculty</i> <i>Online: MS Teams</i>
12.30 – 13.30	<i>Lunch, break</i>	<i>Bistro MUL, faculty</i>
13.30 – 15.00	Panel sessions (11)	<i>Onsite: B2 Hall - Kvarner at the Faculty</i> <i>Online: MS Teams</i>
13.30 – 15.00	Panel sessions (12)	<i>Onsite: B7 Hall - Kvarner at the Faculty</i> <i>Online: MS Teams</i>

15.00 – 15.30	Conference closing and welcome to ToSEE 2023	<i>Onsite:</i> B2 Hall - Kvarner at the Faculty <i>Online:</i> MS Teams
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Friday, 02 July 2021		
PhD WORKSHOP		
Faculty of Tourism and Hospitality Management, Opatija		
16.30 – 19.45	Peter Mason Evaluating Qualitative Methodology (part I)	B5-6 Hall at the Faculty

Saturday, 03 July 2021		
PhD WORKSHOP		
Faculty of Tourism and Hospitality Management, Opatija		
09.00 – 14.00	Peter Mason Evaluating Qualitative Methodology (part II)	B5-6 Hall at the Faculty

SESSION PROGRAM

Thursday, 01 July 2021

FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT

12.00 – 13.30

SESSION – 1

B2 HALL KVARNER at the Faculty

Chair: **Neven Ivandić**

Online: [MS Teams](#)

Adriana Jelušić and Karmen Mikulić

ENHANCING COMPETITIVENESS FOR ECONOMIC AND TOURISM GROWTH: CASE OF CROATIA

Vasja Roblek, Danijel Drpić and Vedran Milojica

HISTORICAL RESEARCH ON THE IMPORTANCE OF SUSTAINABLE DEVELOPMENT IN TOURISM AND HOSPITALITY

Thao Hoang

A SYSTEMATIC REVIEW: THE NEXUS OF ECONOMICS GROWTH, TOURISM DEVELOPMENT, AND HUMAN DEVELOPMENT INDEKS

Andrea Horváth and Maja Lena Lopatny

TOURISM SECURITY AND TAKING RESPONSIBILITY IN THE SHADOW OF THE COVID19 PANDEMIC - WHO IS RESPONSIBLE?

Neven Ivandić

TOURISM AND MIGRATIONS: A CASE STUDY OF CROATIA

Adam Pawlicz and Catherine Prentice

UNDERSTANDING SHORT-TERM RENTAL DATA SOURCES. A VARIETY OF SECOND-BEST SOLUTIONS

12.00 – 13.30

SESSION – 2

B7 HALL at the Faculty

Chair: **Nataša Slavić**

Online: [MS Teams](#)

Tamara Božović, Jovana Miljković and Karmen Mikulić

GOALS AND OUTCOMES OF SLOW TOURISM. CASE STUDY OF VOJVODINA PROVINCE

Daniela Gračan, Marina Barkidžija Sotošek and Rea Matošević

ASSESSMENT OF CONVENTION PARTICIPANTS' SATISFACTION TOWARDS THE IMPROVEMENT OF BUSINESS TOURISM OFFER: A CASE STUDY OF ISTRIA, CROATIA

Nataša Slavić and Tanja Ivek

STANDARDIZATION OF SERVICES AS KEY COMPONENTS OF CYCLING TOURISM DESTINATION DEVELOPMENT

Nuria Louzao, Clelia Vergé, Sofya Shibaeva and Montserrat Crespi

EMPLOYEE ENGAGEMENT AND CUSTOMER SATISFACTION IN THE HOSPITALITY INDUSTRY LITERATURE REVIEW 2010-2020

Christian Stipanović, Elena Rudan and Vedran Zubović

THE ENTREPRENEURIAL INTENTIONS OF TOURISM AND HOSPITALITY STUDENTS IN THE FACE OF THE COVID-19 PANDEMIC

Denis Berberović and Emir Kurtović

STORYTELLING AND PRODUCT STOCKING: STRATEGIES APPLIED BY DIASPORA TOURISTS TO SYMBOLICALLY EXTEND THE VISIT TO THEIR COUNTRY OF ORIGIN

14.30 – 16.00

SESSION – 3

B2 HALL KVARNER at the Faculty

Chair: **Ante Mandić**

Online: [MS Teams](#)

Marko Hell

MODELLING DYNAMICS OF THE TALC WITH SYSTEM DYNAMICS METHODOLOGY AND DPSIR FRAMEWORK

Ivor Ambrose and Katerina Papamichail

INFORMATION TOOLS FOR CULTURAL TOURISM DESTINATIONS: MANAGING ACCESSIBILITY

Ante Mandić, Smiljana Pivčević and Lidija Petrić

STAKEHOLDER PERSPECTIVES OF SUSTAINABLE AND RESILIENT CULTURAL TOURISM DEVELOPMENT: THE EXPERIENCES FROM SPLIT METROPOLITAN AREA LIVING LAB

Antonín Vaishar, Milada Šťastná and Jiří Brychta

WHY ARE TWO DESTINATIONS WITH HIGH CULTURAL POTENTIAL COMPLETELY DIFFERENT ON THE TOURISM MARKET: THE CASE STUDIES OF DOLNÍ KOUNICE AND LEDNICE (MORAVIA)

Danielle Bishop, Montserrat Pareja-Eastaway and Montserrat Simó Solsona

THE END OF 'BUSINESS AS USUAL'? REIMAGINING BARCELONA TOURISM AFTER COVID-19

Pedro Pereira, João Martins, Graham Bell, Tarmo Kalvet and Shabnam Pasandideh

COVID-19 AND MITIGATION STRATEGIES: THE IMPACTOUR PILOTS COMMUNITY PERSPECTIVE

Bianca Mitrică, Paul-Răzvan Șerban, Ines Grigorescu, Nicoleta Damian, Irena Mocanu, Monica Dumitrașcu, Cristina Dumitrică
DEVELOPING AN INDICATOR-BASED FRAMEWORK TO MEASURE SUSTAINABLE TOURISM IN ROMANIA. A TERRITORIAL APPROACH

Thursday, 01 July 2021

FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT

SESSION – 4

14.30 – 16.00

B7 HALL at the Faculty

Chair: **Zrinka Zadel**

Online: [MS Teams](#)

Ana Čuić Tanković, Jelena Kapeš and Valentina Kraljić

DIFFERENCES BETWEEN TOURISTS AND FUTURE TOURISM EMPLOYEES IN THE PERCEPTION OF COMMUNICATION SKILLS AND SOFT SKILLS

Aleksandra S. Dragin, Zrinka Zadel, Maja B. Mijatov, Vladimir Stojanović, Tamara Jovanović, Lazar Lazić, Tamara Zelenović Vasiljević and Nemanja Milenković

THE COVID-19 CONSEQUENCES ON EUROPEAN CAPITAL OF CULTURE PROJECTS AND CHALLENGES MANAGERS ARE FACING IN NEW TOURISM ERA

Hrvoje Grofelnik

GEOHERITAGE AND TOURISM – OPPORTUNITIES FOR GROWTH

Sandra Barac Miftarevic and Marko Paliaga

TRUST AS THE ONE OF THE MOST SIGNIFICANT ELEMENTS IN A PROJECT PROCESS

Zrinka Zadel, Nikolina Šerić Honović and Damir Magaš

THE IMPACT OF THE COVID-19 PANDEMIC ON THE USE OF MOBILE APPLICATIONS BY THE LOCAL POPULATION IN THE SMART TOURISM DESTINATION

SESSION – 5

16.30 – 18.00

B2 HALL KVARNER at the Faculty

Chair: **Daniela Soldić Frleta**

Online: [MS Teams](#)

Concetta Ferrara, Roberto Pierdicca, Mattia Balestra, Emanuele Frontoni and Alessio Cavicchi

ICTS AND MOBILE APPLICATIONS FOR PROMOTING TOURISM DESTINATIONS. THE CASE OF SMART MARCA APP.

Anna Sörensson and Ulrich Schmudde

THE CONCEPT OF SHADOW DESTINATION & VALUE CREATION

Daniela Soldić Frleta

PERCEIVED WELLBEING – MATURE VS. DEVELOPING TOURIST DESTINATION

Ivana Pavlić, Ana Portolan and Barbara Puh

IMAGE FORMATION IN RURAL TOURISM DESTINATION

Krešimir Dabo, Filip Babli and Romana Lekić

IMPACT OF FISHING TOURISM ON THE DEVELOPMENT OF A TOURIST DESTINATION

Đorđe Mitrović and Sabina Taškar Beloglavec

SIMPLE TOURISM SECTOR DEVELOPMENT INDEX: CRISES VALUES

Đorđe Mitrović, Emilija Manić and Slobodan Ivanović

BUSINESS CONDITIONS REGIONAL ANALYSIS WITH A REFERENCE TO POTENTIALS IN TOURISM DEVELOPMENT: THE CASE OF SERBIA

SESSION – 6

16.30 – 18.00

B7 HALL at the Faculty

Chair: **Marija Dragičević Ćurković**

Online: [MS Teams](#)

Lorena Bašan, Antonia Škravan, Jelena Kapeš, Ivana Prižmić and Marinko Franulović

MOTIVATION-BASED IDENTITY OF ISLAND DESTINATIONS AND TOURIST SATISFACTION: THE CASE OF CROATIA

Ana-Marija Vrtođušić Hrgović, Elisabeth Brito and Ema Petaković

TOURIST ACCOMMODATION IN HOUSEHOLDS - PERCEPTION OF SERVICE QUALITY

Cosmin Nicolae Mirea and Puiu Nistoreanu

EXISTING ACCOMMODATION CAPACITY, FACTOR OF INFLUENCE ON TOURIST ARRIVALS. CASE STUDY: CALARASI COUNTY, ROMANIA

Marija Dragičević Ćurković

VISITING AND RE-VISITING TOURIST DESTINATION DUBROVNIK

Emre Ozan Aksöz, İpek İtir Can and Ervin Mihelj

BIBLIOMETRIC ANALYSIS OF POSTGRADUATE DISSERTATIONS PUBLISHED ON THE SUBJECT OF SOCIAL ENTREPRENEURSHIP IN TOURISM: A COMPARISON OF TURKEY, THE UNITED KINGDOM AND THE UNITED STATES OF AMERICA

Friday, 02 July 2021

FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT

SESSION – 7

09.00 – 10.30 B2 HALL KVARNER at the Faculty

Chair: **Oliver Kesar**

Online: [MS Teams](#)

Jelena Musanovic, Raffaella Folgieri and Maja Gregoric

SENTIMENT ANALYSIS AND MULTIMODAL APPROACH APPLIED TO SOCIAL MEDIA CONTENT IN HOSPITALITY INDUSTRY

Oliver Kesar, Danijela Ferjanić Hodak and Ema Roginić

BRIDGING THE GAP BETWEEN TOURISM EDUCATION AND TOURISM EMPLOYMENT IN CROATIA: A VOCATIONAL EDUCATION SYSTEM PERSPECTIVE

Ewa Pisula

INFORMATIVE, EDUCATIONAL, AND PROMOTIONAL ROLE OF GEOCACHING IN THE REGION

Ivana Martinčević, Predrag Brlek and Nives Domjan

ROLE OF MAAS IN TOURISM

Rikard Bakan, Dejan Tubic and Bozidar Jakovic

ASSOCIATING TO CREATE UNIQUE TOURIST EXPERIENCES OF SMALL WINERIES IN CONTINENTAL CROATIA - OPPORTUNITIES AND CONSTRAINTS

Tamara Floričić and Nadia Pavia

FUTURE TRENDS OF TOURIST ACCOMMODATION ORGANISATION – HOW TO COMBINE LEISURE WITH REMOTE WORK AND DIGITAL NOMADISM?

SESSION – 8

09.00 – 10.30 B7 HALL at the Faculty

Chair: **Ljudevit Pranić**

Online: [MS Teams](#)

Ljudevit Pranić, Smiljana Pivčević and Daniela Garbin Praničević

TOP 30 SOFT SKILLS IN TOURISM AND HOSPITALITY GRADUATES: A SYSTEMATIC LITERATURE REVIEW

Alenka Šuljić Petrc, Krešimir Mikinac and Dolores Miškulin

FOREIGN LANGUAGE ABILITY IN HOSPITALITY BUSINESS

Bence Csapody, Katalin Ásványi and Melinda Jászberényi

SUSTAINABLE BEST PRACTICES OF EUROPEAN CULINARY FESTIVALS

Soraia Garcês, Margarida Pocinho and Saúl Jesus

BACK TO BASICS: EXPERIENCING A DESTINATION THROUGH GASTRONOMY - THE CASE OF MADEIRA ISLAND

Mislav Šimunić

HOTEL'S WEB SITE HEALTH AUDIT AND PAGES DISTRIBUTION BY THEIR STATUS: AN EMPIRICAL RESEARCH OF FIVE STAR HOTELS IN THE REPUBLIC OF CROATIA

SESSION – 9

11.00 – 12.30 B2 HALL KVARNER at the Faculty

Chair: **Danijela Ferjanić Hodak**

Online: [MS Teams](#)

Tihana Cegur Radović, Dina Lončarić and Josipa Cvelić Bonifačić

CAMPING TOURISM EXPERIENCE, SATISFACTION AND LOYALTY: AN EMPIRICAL STUDY FROM CROATIA

Kristina Brščić, Katarina Lovrečić and Tina Šugar

IMPACT OF CYCLE TOURISM DEVELOPMENT ON TOURIST DESTINATION – ATTITUDES OF LOCAL STAKEHOLDERS

Ivana Blešić, Tatjana Pivac and Maja Lena Lopatny

USING ANALYTIC HIERARCHY PROCESS (AHP) FOR TOURIST CHOICE OF DESTINATION: A CASE STUDY OF CROATIA

Liběna Jarolímková, Jiří Vaniček and Blanka Bejdáková

EVALUATION OF THE BENEFITS OF THE CERTIFICATION LEADING QUALITY TRAILS BEST OF EUROPE: CASE STUDY LUŽNICE VALLEY HIKING TRAIL

Danijela Ferjanić Hodak, Oliver Kesar and Ingeborg Matečić

ASSESSMENT OF POSSIBILITIES AND LIMITATIONS OF WELLNESS TOURISM DEVELOPMENT IN THE NEW ERA: THE CASE OF CROATIA

Friday, 02 July 2021

FACULTY OF TOURISM AND HOSPITALITY MANAGEMENT

SESSION – 10

11.00 – 12.30 B7 HALL at the Faculty

Chair: Đurđana Ozretić Došen

Online: [MS Teams](#)

Zsuzsanna Fehér, Katalin Ásványi and Melinda Jászberényi

THE CRITERIA FRAMEWORK FOR SUSTAINABLE MUSEUM DEVELOPMENT

Đurđana Ozretić Došen, Emanuela Cvetinović and Tanja Komarac

MARKETING OF RIJEKA MUSEUMS: CURRENT PRACTICES AND FUTURE DIRECTIONS

Zuzana Kvítková and Zdenka Petruš

APPROACHES TO STORYTELLING AND NARRATIVE STRUCTURES IN DESTINATION MARKETING

Martina Furčić and Ljudevit Pranić

COMPARING DESTINATION MARKETING ACTIVITIES RELATED TO MOVIE TOURISM IN CROATIA'S ZADAR COUNTY

Raffaella Folgieri, Tea Baldigara and Sergej Gricar

DESIGN OF A WORKBENCH AND GUIDELINES TO IMPROVE THE EFFICACY OF ADVERTISING MESSAGES

Edna Mrnjavac, Robert Maršanić, Drago Pupavac and Ljudevit Krpan

PARKING SERVICES IN THE HOTEL PRODUCT: ADDRESSING THE CHALLENGES OF THE CORONAVIRUS PANDEMIC

SESSION – 11

13.30 – 15.00 B2 HALL KVARNER at the Faculty

Chair: Almir Peštek

Online: [MS Teams](#)

Dora Smolčić Jurdana and Romina Agbaba

DESTINATION CRISIS MANAGEMENT EDUCATIONAL PROGRAMS – BACKGROUND FOR BETTER PERFORMANCES

Jovana Miljković, Tamara Božović and Ivan Capeta

COUCHSURFING AS A MODERN WAY OF DESTINATION EXPLORING, CASE STUDY: BALKANS

Esat Saçkes, Suzana Baresa and Ercan Özen

FINANCIAL SUPPORTS TO HOSPITALITY BUSINESSES DURING COVID-19 PANDEMIC IN TURKEY

Almir Peštek, Lejla Lazović-Pita and Velma Pijalović

THE EFFECTS OF THE COVID-19 OUTBREAK ON TOURISM SECTOR IN SARAJEVO CANTON

Davor Mikulić, Damira Keček and Željko Lovrinčević

EXAMINING THE IMPACT OF COVID-19 PANDEMIC ON TOURISM SECTOR USING INPUT-OUTPUT ANALYSIS: THE CASE OF CROATIA

SESSION – 12

13.30 – 15.00 B7 HALL at the Faculty

Chair: Siniša Bogdan

Online: [MS Teams](#)

Sinisa Bogdan, Luka Sikic and Suzana Baresa

THE EFFECT OF THE COVID-19 PANDEMIC ON THE CROATIAN TOURIST SECTOR

Romina Alkier, Vedran Milošević and Vasja Roblek

SIGNIFICANCE AND CHARACTERISTICS OF EUROPEAN SMART DESTINATIONS

Elizabeth Ineson and Louise Batty

DEVELOPMENT OF A CONCEPTUAL TESTING MODEL FOR COPING WITH STRESS IN FRONTLINE EMPLOYEES

Dora Rašan and Marina Laškarin Ažić

MEASURING STUDENTS' MEMORABLE CONFERENCE EXPERIENCE AND BEHAVIOURAL INTENTIONS

David Klepej, Naja Marot

URBAN TOURISM AND ITS CONSIDERATION IN STRATEGIC SPATIAL PLANNING IN SELECTED MIDDLE-SIZED CENTRAL EUROPEAN CITIES

Irena Ograjenšek, Naja Marot, David Klepej, Nina Stubičar and Manca Krošelj

SUPPLY-SIDE IMPLICATIONS OF COVID-19 PANDEMIC FOR URBAN TOURISM IN THE MIDDLE-SIZED EUROPEAN CITIES

Friday, 02 July 2021

PhD Workshop

Faculty of Tourism and Hospitality Management, Opatija

16:30 – 19:45

Peter Mason, PhD

Evaluating Qualitative Methodology

Saturday, 03 July 2021

PhD Workshop

Faculty of Tourism and Hospitality Management, Opatija

09:00 – 14:00

Peter Mason, PhD

Evaluating Qualitative Methodology