



ENCUENTROS

Tourism and Quality of Life

Monday 27th, September 2010



FACULTY OF TOURISM STUDIES PORTOROŽ

7.30 - 9.00 Registration - Ground Floor - Faculty of Tourism Studies Portorož, Slovenia
 9.00 - 9.30 Opening addresses - Main Hall - Faculty of Tourism Studies Portorož, Slovenia
 9.30 - 11.00 Key note speeches:

Prof. Alan Clarke, University of Pannonia, Hungary; Prof. Vinod Sasidharan, SDSU USA; Prof. Tadeja Jere Lazanski, University of Primorska, Slovenia

11.00 - 11.30 Coffee / Tea Break

11.30 - 13.00

Hall: Maona	Hall: Taperini	Hall: Fizine
Symposium I: Tourism as a Factor of Synergy among regions	Symposium II: Leisure and Quality of Life	Symposium III: Risk Management and Safety in Tourism
Chairs: Alan Clarke and Ksenija Vodeb	Chairs: Heli Tooman and Igor Jurinčič	Chairs: Romana Franjič and Jani Mekinc
1. Identity of the Brand I feel Slovenia , Metka Malovrh, metka.malovrh@gmail.com, Maja Konečnik Ruzzier, maja.konecnik@ef.uni-lj.si, University of Ljubljana, (Faculty of economics, Slovenia)	1. Comparative Analysis of Hotel Quality Standards in Slovenia and Germany , Helena Cvikl, helena.cvikl@guest.arnes.si, Rudi Rumbak, rudi.rumbak@kabelnet.net (Vocational College for Catering and Tourism Maribor, Slovenia)	1. The effect of the economic crisis on tourist behaviour , Sedmak Gorazd, gorazd.sedmak@turistica.si (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia), Planinc Tanja, tanja.planinc@turistica.si (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia)
2. Tourist Farms in Slovenia and Opportunities for Ecotourism , Ksenija Vodeb, ksenija.vodeb@turistica.si (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia)	2. Guest's satisfaction dependence on tourist animators' work and the quality of a hotel and its surroundings , Anja Perčič, percic.anja@gmail.com (Slovenia)	2. Sports tourism: Sports Stadia and Destination Development , Terry Stevens, daphne@stevensassoc.co.uk (Stevens Associates, United Kingdom)
3. Book as a souvenir: Partnership between Tourism Potentials, Cultural Identity Promotion and Publisher's Profits , Josipa Mijoč, jmijoc@efos.hr (University of Josip Juraj Strossmayer in Osijek, Faculty of Economics, Croatia), Marija Horniš, marija.hornis@gmail.com (University of Josip Juraj Strossmayer in Osijek, Croatia) Nives Tomašević, ntomasev@unizd.hr (University of Zadar, Department of librarianship, Croatia), Jasna Horvat, jasna@efos.hr (University of Josip Juraj Strossmayer in Osijek, Faculty of Economics, Croatia)	3. Case Sustainability & Tourism on Facebook , Isacson Annica, Annica.Isacson@laurea.fi (Laurea University of Applied Sciences, Finland), Ulrike Gretzel (Department of Recreation, Park & Tourism Sciences, Texas A&M University)	3. The Electronic Data Protection Involving The CRM System in The Sphere of Tourism , Rebec Matej, matej_rebec@yahoo.com (Slovenia)

13.00 - 14.00 Lunch Time

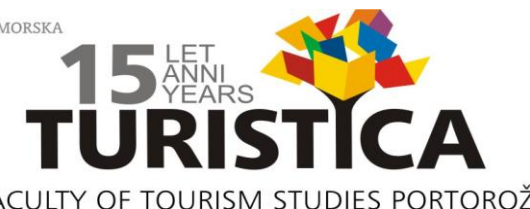


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14.00 - 15.30



Hall: Maona	Hall: Taperini	Hall: Fizine
Symposium IV: Social Responsibility of Tourism Organisations	Symposium V: Systems Science Challenges for Tourism	Symposium VI: Tourism and Economic Wellbeing
Chairs: Vinod Sasidharan and Gordana Ivankovič	Chairs: Rodolfo Baggio and Tadeja Jere Lazanski	Chairs: Milena Peršič and Helena Nemeč Rudež
<p>1. Lifelong Learning of Entrepreneurs in The Tourism and Hospitality Industry of the Republic of Croatia, Within the EU Perspective, Romina Alkier Radnić, rominaa@fthm.hr, Marija Ivaniš, marijai@fthm.hr, Vedran Milojica, vmilojic@fthm.hr (Faculty of Tourism and Hospitality Management in Opatija, Croatia)</p>	<p>1. Marketing Information Systems in Tourism Companies Janja Štokelj, janja.stokelj@gmail.com (Slovenia) Aleksandra Brezovec, alesksandra.brezovec@turistica.si (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia) Doris Gomezelj Omerzel, doris.gomezelj@fm-kp.si (University of Primorska, Faculty of Management Koper, Slovenia)</p>	<p>1. Euro Adoption and Catering Industry Prices: The Case of Slovenia, Štefan Bojnec, stefan.bojnec@fm-kp.si, Sergej Gričar, sergej.gricar@gmail.com (University of Primorska, Faculty of Management Koper, Slovenia)</p>
<p>2. Demand for Higher Education and Tourism in Slovenia, Žiga Čepar, ziga.cepar@fm-kp.si, Štefan Bojnec, stefan.bojnec@fm-kp (University of Primorska, Faculty of Management Koper, Slovenia)</p>	<p>2. Innovation Ecosystem and Tourism Violeta Bulc, violeta.bulc@vibacom.si (Vibacom, Slovenia)</p>	<p>2. The Impact of the Financial Crisis on the Slovene Tourism Industry, Gordana Ivankovič, gordana.ivankovic@turistica.si, (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia), Mateja Jerman, mateja.jerman@fm-kp.si (University of Primorska, Faculty of Management Koper, Slovenia), Tanja Planinc (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia)</p>
<p>3. The Organization of Catering for Special Functions, Jerneja Kamnikar, jerneja.kamnikar@vivo-catering.si (Vivo d.o.o., Vivo catering, Slovenia)</p>	<p>3. Systems Thinking for Tourism Resort and Local Community Convergence Tadeja Jere Lazanski, tadeja.lazanski@turistica.si (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia)</p>	<p>3. Economic Recession as an Opportunity to Develop New Tourism Product, Ervin Kazič, ervin.kazic@m-hotel.si (Hotel M, Ljubljana, Slovenia)</p>
<p>4. Corporate Social Responsibility in the Leisure, Recreation and Tourism Industry, Sasidharan Vinod, vsasidha@mail.sdsu.edu (L. Robert Payne School of Hospitality and Tourism Management, San Diego, USA)</p>	<p>4. Service Quality Measurement in wellness tourism: An application of Servqual Scale, Suzana Marković, suzana.markovic@fthm.hr, (University of Rijeka, Faculty of Tourism and Hospitality Management Opatija, Croatia); Sanja Raspor, sraspor@veleri.hr, (Polytechnic of Rijeka, Croatia); Jelena Komšić, jkomsic@fthm.hr, (University of Rijeka, Faculty of Tourism and Hospitality Management Opatija, Croatia)</p>	

15.30 - 16.00 Coffee / Tea Break



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16.00 - 17.30



FACULTY OF TOURISM STUDIES PORTOROŽ

Hall: Maona	Hall: Taperini
Symposium VII: Environmental Management in Tourism	Symposium VIII: Tourism, Local Community and Culture
Chairs: Terry Stevens and Gorazd Sedmak	Chairs: Tom Selwyn and Irena Weber
<p>1. Spatial organization of tourism in Montenegro, with special emphasis in Boca, Marija Ivanovic, marija1605@ac.me (Faculty for Tourism and Hotel Management, Kotor, Montenegro)</p> <p>2. Measurement of Eco-efficiency in Tourism Destination Milena Peršič, milena.persic@fthm.hr, Sandra Janković, sandrai@fthm.hr, Vanja Vejzagić, vanjav@fthm.hr (Faculty of Tourism and Hospitality Management, Opatija, Croatia)</p> <p>3. An Institutional Approach to the Environmental Practices of Golf Courses, Alfonso Vargas-Sánchez, GEIDETUR, vargas@dem.uhu.es; Francisco Riquel-Ligero, francisco.riquel@dem.uhu.es (University of Huelva, GEIDETUR, Spain)</p> <p>4. The Carrying Capacity of the Škocjan Caves Park For The Implementation of Sustainable Visitor Management, Igor Jurinčič, igor.jurincic@turistica.si; Gregor Balažič, gregor.balazic@turistica.si (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Portorož)</p>	<p>1. Stories and Storytelling as a Potential Resource in Cultural Tourism, Romana Franjič, romana.franjic@zsm.hr (Zagreb school of management, Croatia)</p> <p>2. Roots Tourism in Slovenia: The Case of Slovene-American Diaspora Miha Koderman, miha.koderman@zrs.upr.si (University of Primorska, Science and Research centre of Koper, Slovenia)</p> <p>3. The Impact of the Tourist Development of Postojna Cave on the Local Community and its (Still Unexploited) Potential Ksenija Dvorscak, ksenija.dvorscak@turizem-kras.si (Turizem KRAS, destinacijski management d. d., Slovenia)</p> <p>4. The Role of Cultural Tourism for the Development and Growth of the Quality of Life in Kamnik Andreja Eržen, andreja.erzen@kamnik-tourism.si (Agencija za turizem in podjetništvo Kamnik, Slovenia)</p>

19.00 - 22.00 Conference Dinner



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7.30 - 8.30 Registration - Ground Floor - Faculty of Tourism Studies Portorož

8.30 - 10.45 Key note speeches:

Prof. Roberto Baggio, Bocconi University Milan, Italy, Prof. Tom Selwyn, University of London, UK; Prof. Yoel Mansfeld, University Haifa, Izrael

11.00 – 12.30

Hall: Maona		Hall: Fizine	
Symposium I: Tourism as a Factor of Synergy among Regions		Symposium II: Systems Science Challenges for Tourism	
Chairs: Alan Clarke and Igor Jurinčič		Chairs: Rodolfo Baggio and Tadeja Jere Lazanski	
1.	The Challenges of Social Media for Tourism Marketing Helena Nemeč Rudež, helena.nemec@turistica.edu; Dejan Križaj, dejan.krizaj@turistica.edu (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia)	1.	Flower, Food and Holywood. Maritime identities and tourism in Montenegro , Irena Weber, irena.weber@turistica.si (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia)
2.	Developing the Image of the Destination as a Wellness Holiday Destination: the Case of Estonia , Heli Tooman, heli.tooman@ut.ee (Pärnu College, University of Tartu, Estonia)	2.	Satisfaction with Catering Tourism Education , Štefan Bojnec, stefan.bojnec@fm-kp.si; Drago Papler, drago.papler@gmail.com (University of Primorska, Faculty of Management Koper, Slovenia)
3.	Architecture As a Tool for Sustainable Tourism in Rural Istria Pavlo Ružič, Pavlo@iptpo.hr (Institute of Agriculture and Tourism Poreč, Croatia); Tomislav Ružič, ruzic.to@gmail.com (Polytechnic Pula, Croatia); Dragoljub Amidžić, dragoljub.amidzic@zg.htnet.hr (Business College Višnjan, Croatia)	3.	Tourism as an Opportunity for Intercultural Competence Development , Živa Čeh, ziva.ceh@turistica.si (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia)

12.30 - 13.30 Panel Discussion: Higher School Education in Tourism for the 21st Century: Visions, Challenges and Opportunities

13.30 - 14.30 Lunch Time



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14.30 – 16.15

Hall: Maona	Hall: Taperini	Hall: Fizine
Symposium III: Risk Management and Safety in Tourism	Symposium IV: Tourism and Economic Wellbeing	Symposium V: Tourism and Local Community
Chairs: Yoel Mansfeld and Živa Čeh	Chairs: Milena Peršič and Helena Nemec Rudež	Chairs: Tom Selwyn and Irena Weber
<p>1. The Level of Safety in E-Business of Tourism Operators that Offer Accommodation Across Slovenia, Rebec Matej, matej_rebec@yahoo.com (Slovenia)</p> <p>2. Balanced Scorecard in Gambling Business Azra Škrgić, azra.skrgetic@gmail.com (Slovenia), Gordana Ivankovič, gordana.ivankovic@turistica.si, (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia)</p> <p>3. Planning and Analysis of Alimentation in Tourist Activities as the Contents of Higher Education for Tourist Workers, Tamara Poklar Vatovec, tamara.poklar@turistica.si; Saša Planinc, sasa.planinc@turistica.si (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia)</p>	<p>1. The tales of Tourism Workers, Janja Gabruč, janja.gabruc@turistica.si (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia)</p> <p>2. Intern Mentoring in The Tourism and Hospitality Industry Marija Rok, marija.rok@turistica.si (University of Primorska, Faculty of Tourism Studies Portorož – Turistica, Slovenia)</p> <p>3. Attitudes of local population regarding (tourism) development opportunities on the protected territory, Sonja Sibila Lebe, sonjaslebe@guest.arnes.si (Slovenia)</p>	<p>1. The Heart of Slovenia – Connecting Local Communities Aleksandra Gradišek, anasausek@gmail.com (Center za razvoj Litija, Slovenia)</p> <p>2. Tourist encounters as a form of Intercultural Relations (a case study of Slovene Istria), Medarič Zorana, zorana.medaric@turistica.si (University of Primorska, Faculty of Tourism Studies Portorož – TURISTICA, Slovenia), zorana.medaric@zrs.upr.si (University of Primorska, Science and Research Centre of Koper, Slovenia); Mateja Sedmak, mateja.sedmak@zrs.upr.si (University of Primorska)</p> <p>3. The Hidden Potentials of Tourism, Andreja Križnič, andreja.kriznic@proaktiv.com (PROAKTIV.KOM, Slovenia)</p>

16.15 - 16.30 Coffee / Tea Break

16.30 - 16.45 Conclusions - Main Hall

16.45 - 17.10 The view from space: A message for peace - dr. Edgar Mitchell's documentary - Main Hall

17.10 - 17.30 Awards - Main Hall

17.30 - 18.00 Farewell drink