ISSN: 1525-6480

# Hospitality Administration International Journal of Hospitality All Hospitality Administration

VOLUME 16 / NUMBERS 1-2 / 2015

EDITOR Clayton W. Barrows, Ed.D.

Included in this print edition: Number 1 (January–March, 2015) Number 2 (April–June, 2015)



# International Journal of Hospitality & Tourism Administration

### Volume 16, Number 1, 2015

- 1 How Do Diners Make Decisions Among Casual Dining Restaurants? An Exploratory Study of College Students Cheng Peng, Anil Bilgiban, and Jay Kandampully
- 16 Knowledge Transfer in Hotel Firms: Determinants of Success in International Expansion Desiderio Juan García-Almeida and Larry Yu
- 40 An Analysis of Push and Pull Motivational Factors of International Tourists to Penang, Malaysia Maryam Yousefi and Azizan Marzuki
- 57 Developing Loyalty Programs for Convention Attendees: An Exploratory Study Sarah Tanford and Rhonda Montgomery
- 78 Hotel Environmental Management Decisions: The Stakeholder Perspective Chih-Ching Teng, Jeou-Shyan Horng, and I-Chen (Monica) Hu

# Volume 16, Number 2, 2015

- 799 The Musicscape Model: Direct, Mediating, and Moderating Effects in the Casual Restaurant Experience Robert J. Harrington, Michael C. Ottenbacher, and Anja Treuter
- 122 The Nature of Hotel Chains: An Integrative Framework Maya Ivanova and Stanislav Ivanov
- 143 Executive Tenure: Attributes of Club Manager Longevity Ali A. Poorani and Mitchell Platt
- 164 The Relationships Between Casino Quality, Image, Value, and Loyalty Henry Tsai, Jinsoo Lee, and Steve Pan
- 183 Gender and Behavior in Archaeological Sites Mairna H. Mustafa



# International Journal of Hospitality & Tourism Administration

### Volume 16, Number 3, 2015

- 203 High-Performance Work Practices, Perceived Organizational Support, and Their Effects on Job Outcomes: Test of a Mediational Model Osman M. Karatepe
- 224 The Use of Consumer-Generated Feedback in the Hotel Industry: Current Practices and Their Effects on Quality

  Edwin N. Torres, Howard Adler, Carl Behnke, Li Miao, and Xinran Lebto
- 251 Equal Access to Integrated Resort Amenities for People With Disabilities Yim King Penny Wan
- 275 The Effects of Demographics and Past Experience on RFID Technology Acceptance in the Hospitality Industry Ahmet Bulent Ozturk and Murat Hancer
- 290 Social Servicescape: The Impact of Social Factors on Restaurant Image and Behavioral Intentions

  Yeajin Jang, Heejung Ro, and Tae-Hee Kim

# Volume 16, Number 4, 2015

- 311 Effect of Internal Marketing on Hotels: Empirical Evidence for Internal Customers Rabul Pratap Singh Kaurav, Justin Paul, and Nimit Chowdhary
- 331 Exploitation of Renewable Energy in the Hospitality Sector: Case Studies of Gaborone Sun and the Cumberland Hotel in Botswana Delly Mahachi, Lelokwane L. Mokgalo, and Jaloni Pansiri
- 355 Big Five Personality Traits and Turnover Intention Among Thai Hotel Employees

  Vanchai Ariyabuddhiphongs and Sirachanok Marican
- 375 The Role of Physical Environment in Leisure Service Consumption: Evidence From a Ski Resort Setting Bee-Lia Chua, Sanghyeop Lee, Lynn Huffman, and Hyun-Suk Choi
- 408 Motivating Golf Employees in Southwest Florida Joseph M. Groch