

Friday September 18th

	Room: ABN AMRO Business Lounge (Level 4)	Room: Brasserie Ajax part I (Level 5)	Room: Amsterdam zaal (Level 3)	Room: AEGON zaal (Level 3)	Room: Bestuurskamer (Level 4)	Room: Grolsch zaal (Level 3)	Room: ABA Club (Level 3)	Room: Bam Ballast Nedam (BBN) zaal (Level 4)	Room: Restaurant Arena part I (Level 5)
	Seats: 60	Seats: 40	Seats: 80	Seats: 42	Seats: 50	Seats: 80	Seats: 40	Seats: 50	Seats: 40
	Social issues (research, working), marketing (working)	Social issues, event management, marketing (working)	Economics (research)	Facility management (prof. practice, working)	Facility management, sport management (research)	Sport management (research)	Sport management (research, prof. practice)	Sport management (working), marketing (prof. practice)	Marketing (research)
	Chair: Marc Theeboom	Chair: Marijke Taks	Chair: Gérard Barreau	Chair: Jim Weese	Chair: Trish Bradbury	Chair: Vassil Girginov	Chair: Sten Söderman	Chair: Marie-Luise Klein	Chair: Douglas Turco
11.30	Theeboom Low threshold indoor sport facilities on neighbourhood level. An analysis of 'sport hangars' in Flanders (Belgium)	Schulenkorf Maximising sport event benefits: Sustaining and leveraging socio-cultural impacts	Breuer, Hallmann and Wicker Interdependency of sport supply and demand in metropolitan and small municipalities	Smolianov and Zakus Olympic training centers as part of sport development and mass participation: A case of Moscow, USSR	Monserrat Revillo and Camps Povill The outsourcing of the sports services in the public swimming pools. Compared analysis of the supply in Catalonia (Spain)	Robinson Effective management of national sport organisations (NSOs)	Dolles and Soderman The network of value captures in professional football management: Analyzing the development of the Japanese professional football league	Gammelsæter and Senaux The organization of football in Europe	Howat, Mcgrath and Moskwa The moderating effect of problem experience (service failure) and resolution (service recovery) on the service quality, overall satisfaction and loyalty chain
12.00	Elliott Attitudes and awareness of health promotion amongst Small and Medium-Sized Enterprises in Scotland	Schlesinger Understanding collective emotions in the context of sporting marketing events	Downward and Rasciute Does sport make you happy? An economic valuation of the well-being derived from sports participation	Weese and Danylchuk Sport and recreation facility development in institutions of higher learning: A case study of the University of Western Ontario	Kourtesopoulou, Vrondou, Kriemadis, Alexopoulos, Papaioannou and Leivadi The importance of effective sports venue planning in the post-Olympic usage: The case study of Peristeri Olympic Hall	Parnell, Stratton, Drust and Richardson Understanding the culture of a Football in the community programme through action research: The role of researcher in facilitating change	Atghia The Examination of Post Graduate Quality in Sport Management Departments among Iran's Public Physical Education Faculties	Gorse and Chadwick Corruption in sport – implications for sport managers	Yfantidou, Costa, Michalopoulos and Mavrommatis Tourist roles, gender and age in Greece
12.30	lunch	lunch	lunch	lunch	lunch	lunch	lunch	lunch	lunch
13.45	Walters and Hamil Governance and regulation of South African football: A case-study of the emergence of a professional football industry in a developing economy	Hanstad Ten years after establishment of WADA: A study of interconnected processes in anti-doping policy	Shibli The relationship between demand and supply for adult swimming in England	Kao, Lui and Ho Benchmarking the performance of school swimming pools in Taiwan	Sotiriadu and Quick Developing national sport pathway plans: An Australian perspective	Masmanidis and Kosta Information as a factor of perceived constraints and students' participation in campus recreational sports programs	Van Hoecke, Schoukens, Simm and De Bosscher Measuring the performance of professional youth academies: the case of the Bundesliga	Jones, Haan and Breeze Comparative analysis of sport management programmes in the United States and the United Kingdom	Chatrath and Wengler Yield management in professional football
14.15	Lera-López, Rapún-Gárate, Aguirre-Zabaleta and Olló The determinants of attendance and consumption in sporting events in Spain	Hsing-Chau Tseng and Wen-Yu Chiu A meta knowledge production in the exercise behaviour studies	Wicker and Breuer on Usefulness of Data Mining in sport management research – The case of sport clubs	Gallardo, Burillo, Felipe, García Tascón and Gallardo The impact of chlorine gas and atmospheric problems in indoor pools	Costa, Tsitskari, Kalaitzidis, Matsouka, Trigonis, Astrapellos and Tzetzis Work motivation of supervisors and counselors in Greece	Zintz, Winand, Bayle, Robinson and Qualizza Managing priorities and performance of Olympic sport governing bodies	Kriemadis, Koniordos, Leivadi, Alexopoulos, Vrondou and Papaioannou Organizational quality culture in the greek hotel industry	Haan, Breeze and Jones Examining the internationalisation of Sport Management undergraduate degree programmes in the United Kingdom	Kang, Cheng Nan and Chou, Yu Hui An examination of the relationship between experiential marketing, participative motivation, customer satisfaction and customer loyalty. Example: The National Taiwan University Indoor Swimming Pool
14.45	Woratschek and Durchholz Do innovative sport services open new ways to realize additional motivations? An exploratory study in official public viewing arenas at the UEFA Euro 2008	Moesch Infrastructure repercussions of mega sports events – The relevance of demarcation procedures for impact calculations, evaluated using the case of UEFA EURO 2008		Paramio Salcines, Campos López, Downs, Beotas Laguna and Muñoz Pereda Disability provision in European stadia within a corporate social responsibility framework: The case of Primera Division-Spanish Football League		Parent, Sirois, Leopkey, Séguin and Rouillard Analyzing the federal government's governance and coordination mechanisms for the 2010 Winter Games	Mohammad, Mozhdé and Ali Mental Skills Profile of the elite endurance athletes in three age groups	Santomier and Crader Imagination at work and play: General Electric's Olympic sponsorship	Tzu-Yi KAO, Ming-Hsien Yang and Fang-Yang Lu How sports marketing companies win outsourcing projects of facilities: From the resourced-based view

	Room: Brasserie Ajax part II (Level 5)
	Seats: 40
	Facility management, sport management, marketing (early career)
	Chair: Harry Solberg
11.30	Matsuhashi, Iwatsuki and Tamamura Defining the social value of rugby for Chichibunomiya rugby stadium's management in Japan
11.50	Karg, Turner and Shilbury Differentiation and integration in national sport organisations
12.10	Winand, Zintz, Rihoux and Qualizza Pathways to high performance sport governing bodies
12.30	lunch
13.45	Hurley and Lambkin Combining customer retention and exercise adherence for best results
14.05	Sekendiz and Quick Use of automated external defibrillators (AEDs) in the health and fitness industry
14.25	Schafer Critical success factors of the talent development system in national sport federations in Switzerland
14.45	Gonçalves and Correia Consumer perception and behaviour retention in gyms and health clubs
15.05	CHEN Wei-chih, LIN Yung-shang and TSAI Ming-tsang Exploring the Taiwan bowling consumer behavior through the theory of planned behavior

	Room: Restaurant Arena part II (Level 5)
	Seats: 40
	Marketing (working), social Issues (research)
	Chair: Emma Sherry
11.30	Zagnoli and Radicchi "A life for sport, and sport for life": A multimedia interactive product to promote sport activities among teenagers
12.00	Amenta and Di Betta The dilemma between social values and economic aspects of sport business: The impact of F.C. Juventus relegation on demand for Italian football
12.30	lunch
13.45	Chatziefstathiou London 2012, governmentality and youth
14.15	
14.45	