

PANEL SESSIONS

Sunday, November 15th, 2020

Panel Session 43

Entertainment, hospitality and tourism

Chair: **KANAI, Shusuke**, Ritsumeikan Asia Pacific University, Japan

1. **ADUBA, Joseph Junior**, Ritsumeikan University, Japan; **IZAWA, Hiroshi**, Ritsumeikan University, Japan

Title: Value creation, organizational learning and firm performance in the Japanese hospitality industry; empirical analysis of the hotel industry

2. **ALMIRA, Tatyana**, Ritsumeikan Asia Pacific University, Japan

Title: The changes small and medium sized hospitality enterprises have made to survive a global crisis and its impact on their relationship with their employees

3. **KANAI, Shusuke**, Ritsumeikan Asia Pacific University, Japan

Title: Customer value creation: Case studies on Japanese small local cinemas