



Report of Study Tour Abroad (International Conference)

The 24th APacCHRIE 2026 Conference

Futurizing Tourism and Hospitality: Embracing New Challenges and Innovation

Service Organization: National Kaohsiung University of Hospitality and Tourism

Name and Professional Title: 阮段涵容 Nguyen Doan Hanh Dung - Ph.D Student,
Graduate Institute of Tourism Management

Countries Dispatched to: Japan

Period of Study Tour Abroad: 2026/05/28 to 2026/05/31

Report Date: 2026/06/05

Abstract

This report summarizes my participation in the 24th APacCHRIE Conference, held in Osaka, Japan, from May 28 to May 31, 2026. The conference theme, *“Futurizing Tourism and Hospitality: Embracing New Challenges and Innovation,”* offered a timely academic platform for examining the future of tourism and hospitality through the lenses of innovation, workforce transformation, inclusion, leadership, and industry-academia collaboration. The conference was also an important opportunity to represent the National Kaohsiung University of Hospitality and Tourism (NKUHT) in an international academic setting.

A major highlight of the study tour was the presentation of my research paper, *“Navigating a Digital Double-Bind: Women's Leadership in Vietnam's Digitalizing Hospitality Industry,”* in Concurrent Section 5.9 about *“Diversity and Inclusion,”* on May 30, 2026. The presentation enabled me to communicate an emerging research agenda at the intersection of women's leadership, gender equality, digital transformation, and hospitality management in Vietnam. The session brought together scholars working on DEI climate, racial discrimination, career satisfaction, promotion justice, first-generation college students, and women's leadership, thereby creating a constructive and intellectually rich environment for scholarly exchange.

Beyond the research presentation, the conference provided valuable professional development. I attended keynote speeches, industry panels, journal editor sessions, and discussions led by leading scholars and editors in tourism and hospitality research. I also accompanied senior PhD students, peers in the PhD in Tourism Management programme, and IMTH master's students from NKUHT throughout the trip, which strengthened peer learning and mentoring within our university community. Furthermore, I connected with researchers who share interests in leadership, gender equality, hospitality education, and transformative education, as well as with representatives from businesses and global brands within the tourism and hospitality ecosystem.

Overall, this study tour contributed to my research development, international networking, publication planning, teaching reflection, and understanding of current industry challenges. The experience also supported NKUHT's international visibility and demonstrated the value of sustained institutional support for students and faculty members to participate in major international academic conferences. This report is submitted to fulfill the requirements of the NKUHT International Academic Conference Subsidy.

Table of Contents

Abstract	i
Table of Contents	ii
1. Purpose	1
2. Process	1
3. Experience	3
4. Suggestions.....	4
5. Photos from the Conference	6

1. Purpose

The primary objectives for attending the APacCHRIE 2026 conference in Osaka were as follows:

- **To present research:** To present the paper "Navigating a Digital Double-Bind: Women's Leadership in Vietnam's Digitalizing Hospitality Industry" in the Diversity and Inclusion session, contributing to scholarly dialogue on gender equality, leadership, and digital transformation in hospitality.
- **To represent NKUHT:** To participate as a Ph.D. student from the Graduate Institute of Tourism Management and enhance the international visibility of the National Kaohsiung University of Hospitality and Tourism.
- **To strengthen academic networking:** To connect with researchers, senior scholars, editors, and doctoral students who share research interests in leadership, gender equality, hospitality management, tourism education, and transformative education.
- **To develop publication readiness:** To learn from chief editors and journal editors of leading tourism and hospitality journals regarding current publication expectations, manuscript positioning, theoretical contribution, methodological rigor, and research impact.
- **To learn from industry and destination practices:** To observe how an international conference integrates academic exchange, industry engagement, cultural experience, and destination hospitality in the Japanese context.
- **To foster peer learning:** To accompany and support fellow Ph.D. students, senior students, and IMTH master's students from NKUHT throughout the trip, thereby creating a shared learning experience and strengthening the university's international academic community.

2. Process

The study tour followed the structure of the conference programme and was organized around academic presentation, professional development, networking, industry engagement, and cultural learning.

May 28, 2026 - Arrival, Registration, and Initial Academic Orientation

- Completed conference registration and became familiar with the conference venue, programme structure, and arrangement of academic and industry sessions.

- Observed the organization of APacCHRIE 2026 across Ritsumeikan Future Plaza and the related conference venues, including the flow of registration, information desks, session rooms, and shuttle arrangements.
- Prepared for the research presentation by reviewing the session context, refining the presentation focus, and identifying relevant sessions related to leadership, diversity, inclusion, and tourism education.

May 29, 2026 - Keynote Sessions, Industry Sessions, Journal Editors, and Networking

- Attended the opening ceremony, keynote speeches, and panel discussions focusing on large-scale tourism and hospitality challenges, global talent development, innovation, and collaboration.
- Participated in sessions and informal discussions that provided insights into the future of hospitality education, digital transformation, and the changing demands of global tourism labour markets.
- Joined the "Meet the Journal Editors" session, which offered practical guidance on research positioning, journal selection, publication standards, and how to improve the international relevance of academic work.
- Engaged with conference delegates, including researchers from tourism and hospitality programmes, Ph.D. students, and representatives from industry-related organizations.
- Experienced the Japanese tea gathering activity, which provided cultural insight into Japanese hospitality, service aesthetics, and experience design as part of the conference environment.

May 30, 2026 - Research Presentation, Diversity and Inclusion Session, and Closing Activities

- Attended academic and industry-oriented sessions, including discussions on new technologies in tourism and hospitality and women's advancement in hospitality career pathways.
- Presented the paper P341, "Navigating a Digital Double-Bind: Women's Leadership in Vietnam's Digitalizing Hospitality Industry," in Concurrent Section 5.9 *"Diversity and Inclusion,"* Room AS464.

- Participated in discussions following the presentation, which helped clarify the theoretical and practical contribution of the study and opened opportunities for future academic exchange.
- Strengthened connections with scholars who share interests in leadership, gender equality, women in hospitality, and transformative education, while also introducing NKUHT and my doctoral research direction.
- Joined later conference activities, including networking opportunities and closing events, which helped consolidate relationships with international colleagues and the NKUHT delegation.

May 31, 2026 - Reflection and Completion of the Study Tour

- Reviewed key learning outcomes from the conference and organized notes, contacts, and research feedback for follow-up actions after returning to Taiwan.
- Considered how insights from the conference could be integrated into future doctoral research, teaching practice, curriculum development, and potential collaborations.

3. Experience

My participation in APacCHRIE 2026 was valuable not only as an opportunity to present research but also as a comprehensive academic and professional learning experience.

- **Research development:** The Diversity and Inclusion session allowed me to situate my work on women's leadership in Vietnam's digitalizing hospitality industry within broader debates on DEI climate, racial discrimination, promotion justice, work-family conflict, mentoring, and career development. This helped me refine the paper's contribution and identify possible directions for future publication.
- **Gender equality and leadership agenda:** The conference affirmed the importance of studying leadership through gender-sensitive and context-sensitive lenses. Discussions with scholars interested in women's leadership, organizational justice, and digital transformation reinforced the academic relevance of my doctoral research direction.
- **Transformative education:** Conversations with researchers and educators helped me reflect on how tourism and hospitality education can support not only technical skills but also

critical awareness, empowerment, ethical leadership, and transformative learning among future professionals.

- **Publication learning:** The journal editor sessions were particularly useful because they highlighted how leading journals assess theoretical contribution, methodological transparency, international relevance, and practical implications. These insights will help me improve future manuscripts and prepare stronger submissions.
- **Industry connection:** Industry panels, exhibitions, and informal exchanges with business representatives showed how global tourism and hospitality brands are responding to technology, workforce challenges, cultural experience design, and service innovation. These observations are relevant for both research and teaching.
- **Peer learning within NKUHT:** Travelling and attending the conference with Ph.D. peers, senior students, and IMTH master's students created a supportive learning environment. We exchanged reflections after sessions, shared information about useful contacts, and strengthened the sense of belonging to an international NKUHT academic community.
- **Institutional visibility:** Presenting in an international conference and actively participating in academic networking helped promote NKUHT's presence within the APacCHRIE community. The experience demonstrated that NKUHT students can contribute to current international debates in tourism and hospitality research.
- **Cultural and destination learning:** The conference setting in Osaka and the Japanese cultural experience activities, including the tea gathering, provided practical examples of hospitality experience design, attention to detail, and cultural interpretation. These elements enriched my understanding of destination management and service quality.

Overall, the study tour strengthened my confidence as an emerging researcher and expanded my academic network. It also helped me connect doctoral research with real industry challenges and with broader educational goals in tourism and hospitality management.

4. Suggestions

Based on this experience, I respectfully offer the following suggestions for NKUHT and for future conference participants.

Suggestions for the University

- Continue supporting students and faculty members to participate in major international conferences, as such support directly enhances NKUHT's global visibility, academic capacity, and research network.
- Encourage funded participants to prepare clear academic profiles, research summaries, and NKUHT-branded business cards before departure, so that networking can be conducted in a professional and consistent manner.
- When several NKUHT members attend the same conference, organize a short pre-departure briefing and post-conference sharing session. This would help participants coordinate their networking strategy and disseminate learning outcomes after returning.
- Create a simple internal repository of conference contacts, editor insights, potential collaborators, and useful session notes. This would transform individual conference attendance into institutional knowledge.
- Support follow-up activities after the conference, such as manuscript development, joint research proposals, visiting scholar connections, and small-group research meetings with new collaborators.

Suggestions for Future Attendees

- Begin the funding application, registration, acceptance documentation, and travel arrangements as early as possible to avoid delays and to comply with subsidy requirements.
- Prepare a concise research pitch and a one-page summary of the paper to facilitate conversations with editors, senior scholars, and potential collaborators.
- Review the conference programme in advance and prioritize keynotes, editor sessions, panels, and research tracks that directly match one's research interests.
- Record useful comments, contacts, and publication advice immediately after each session, because these details are valuable for follow-up writing and collaboration.

- Use networking opportunities intentionally, including coffee breaks, cultural activities, industry sessions, poster sessions, and informal meetings with peers.
- After returning, prepare a short reflection and share key learning with supervisors, classmates, and research groups, so that the benefits of the trip can extend beyond the individual participant.

5. Photos from the Conference



Presenting in the in “Diversity and Inclusion” session in the Conference (May 30)



Discussing with other conference delegates (May 30)



Connecting with fellow conference delegates (May 29)



Gathering with the NKUHT team at the APacCHRIE 2026