

CAUTHE 2016 Conference Report

Date: 8-11 February 2016
Location: Wesley Conference Centre, Sydney, Australia
Hosted by: Blue Mountains International Hotel Management School
Website: <http://www.cauthe2016.net>

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1. CONFERENCE OVERVIEW

1.1 Background and overview

CAUTHE 2016 ran from February 8 to 11 and the theme chosen for this conference was 'The Changing Landscape: The Impact of Emerging Markets and Destinations'. Thus the keynote speakers were those who could best present information on emerging markets. The NSW Minister for Trade, Tourism, and Major Events; Tammy Marshall an experienced senior management executive with both breadth and depth of experience across the Tourism and Hospitality industry including the cruising, wholesale, hotels and resorts, and touring sectors; Simon McGrath Chief Operating Officer for Accor Pacific and Professor Susanne Becken, Professor of Sustainable Tourism at Griffith University and Director of the Griffith Institute for Tourism who presented her research on what has and should be done with regard to sustainability. Two panels discussing the main theme emerging markets and destinations were organised to present a broad picture and encourage discussion during the conference.

It had been a long time since the CAUTHE Conference was held in Sydney and thus the organising committee felt it was important to treat members and non-members to events that would showcase the Sydney icons, the harbour bridge, the opera house, the harbour and the relaxed party atmosphere and we were blessed with long sunny days and warm evenings to enjoy the networking opportunities.

1.2 Program

Date	Time	Activities
Monday 8 February 2016	Morning & Afternoon	PhD/ECR, MCA STR Global Certification in Hotel Industry Analytics (CHIA) workshops and pre-conference registration
	Evening	Informal Function – Networking drinks, Cruise Bar
Tuesday 9 February 2016	Morning	Registration; opening ceremony; keynote speaker 1; panel discussion 1; morning tea
	Afternoon	Concurrent sessions 1; afternoon tea; keynote speaker 2; CAUTHE AGM and Chapter directors' meeting
	Evening	Welcome Reception STUDIO at Sydney Tower Dining
Wednesday 10 February 2016	Morning	Chapter Directors' (or nominees') breakfast; Concurrent sessions 2; morning tea; keynote speaker 3
	Afternoon	Lunch; research sharing sessions; special interest group (SIG) meetings; concurrent sessions 3 & 4
	Evening	Free evening
Thursday 11 February 2016	Morning	Concurrent sessions 5; morning tea; panel session 2
	Afternoon	Concurrent sessions 6; The Great debate; afternoon tea & closing ceremony Sydney Harbour Cruise Blue Room
	Evening	Conference gala dinner & awards ceremony

2. CONFERENCE COMMITTEE

Conference Chair	Dr. Scott Richardson
Conference Organiser	Dr. Madalyn Scerri
Academic Paper Chair	Prof. Brian King
Bill Faulkner PhD, ECR & Mid-Career Workshop	Dr Rajka Presbury
Ideas Factory / Poster Presentation Chair	Dr. Zelko Livaic
Sponsorship	Dr Rajka Presbury
Student Volunteer Coordinator	Elena Maria De Velasco Ricaud & Rajka
Conference Coordinator	Elena Maria De Velasco Ricaud
Student Volunteers	Rebecca Murphy; Tony Lee; Mike Antigua; Alisha Amin; Pauline Villena; Tharini Wattegama; Harsh Sunil Ghani.

Sponsors: E-Hotelier and Share Centre (powered by STR and STR Global).

3. DELEGATE PROFILE

3.1 Delegates by registration type

Registration Type	Earlybird	Standard	Total
Full registration			
• Non-member	8	3	11
• CAUTHE member	97	19	116
Student			
• Non-member	9	2	11
• CAUTHE member	35	5	40
One-day registration			
• Non-member	8	16	24
• CAUTHE member	5	4	9
• Student	3	6	9
Workshops			
• PhD/ECR workshop only ⁽¹⁾		3	3
• MCA workshop only ⁽²⁾			
FOC Committee	1	8	9
FOC Exhibitor/Sponsor		5	5
FOC Speaker		15	15
FOC BM Staff		21	21
<i>Other FOC</i>		12	12
Social Function only	2	9	11
		TOTAL	296

⁽¹⁾: In total, 60 delegates went to the PHD/ECR workshop.

⁽²⁾: In total, 11 delegates went to the MCA workshop.

3.2 Delegate place of origin

Origin	n	%
Australia	203	69%
New Zealand	22	7%
International	71	24%
TOTAL	296	100%

3.3 Social function attendance

Programmed Social Function	Delegates	Guests	Total
Networking drinks (Monday)	184	2	186
Welcome reception (Tuesday)	215	4	219
Conference dinner (Thursday)	195	9	204
Optional tour(s)	NA	NA	NA

4. PAPER AND ABSTRACT REVIEW PROCESS

4.1 Paper and abstract reviewers

Professor Leo Jago
Professor Perry Hobson
Professor Mary Deery
Professor Larry Dwyer
Professor Bob McKercher
Professor Geoffrey Crouch
Professor Philip Pearce
Professor Chris Rogerson
Professor Karen Smith
Professor Justin Beilby
Associate Professor Charles Arcodia
Associate Professor Brent Ritchie
Associate Professor Kirsten Holmes
Associate Professor Deborah Edwards
Associate Professor Robyn Bushell
Associate Professor Sue Beeton
Associate Professor Paul D'Arcy
Dr. Judith Mair
Dr. Tim Hall
Dr. Matt Lamont
Dr. Sebastian Filep
Dr. Gareth Butler
Dr. Glen Croy
Dr. Patricia Johnson
Dr. Joanna Fountain
Mr. Chris Harris
David Airey
David Beirman
David Fisher
Elisa Backer
Erica Wilson
Ken Butcher
Pierre Benckendorff
Richard Butler
Susanne Becken
Alison Dunn
Nada Kulen
Tracy Berno
Sebastian Filep

BMIHMS @Torrens Reviewers:

Edmund Goh - Blue Mountains International Hotel Management School
Mr. Anthony Mitri - William Blue
Hurriyet Babacan
Justin Beilby
Kris Iyer
Kristian Boehringer
Larry Dwyer
Lee Ker Hui
Lis Bastian
Philip Maw
Rajka Presbury
Ralph Barnes
Scott Richards
Scott Richardson
Simon Pawson
Thomas Frawley
Zelko Livaic

4.2 Refereeing process

Full papers were blind-reviewed through the Easy Chair online paper management system. Each review was read, assessed and modified if appropriate by the Conference Organiser following an additional review of the paper. Double reviews were undertaken for all PhD Bursary papers. Working papers were single blind-reviewed through the Easy Chair system. Following the reviewer/s recommendation to accept the paper with minor or major revision, and the author/s subsequent revision of the paper, the Conference Organiser assessed the modified paper in relation to the review/s. Authors of papers with adequate revision were notified of acceptance to the conference, while papers requiring further revision received a follow-up request by the Conference Organiser. To improve the refereeing process, a more detailed rubric for reviewers may be appropriate as a way of demonstrating key areas of strength and improvement. Some issues were also experienced with the rate of acceptance of review requests, as this delayed the review process overall.

4.3 Key Dates

- Early bird submissions 16th October 2015 - Extended to 18th December 2015
- Closing date for working papers 30th October 2015 - Extended to November 6 2015
- Notification of acceptance was on going following on going review process; last paper acceptance following minor revisions was Jan 19.

5. PAPERS AND PRESENTATIONS

5.1 Paper and presentation session key features

Papers were allocated into 40 sessions across six concurrent sessions, with most sessions comprised of four paper presentations (20-minutes per author: 15-minute presentation and 5-minute question time). Papers in each session were grouped according to similarity of topics, from data authors provided regarding suitable theme/s and sub-theme/s. Each session was allocated an umbrella title closely related to the conference sub-themes, such as Community Based Tourism, Marketing to the New Tourist, Market Segmentation and Sustainability of Tourism Destinations.

When there were a large number of papers relevant to the same conference sub-theme, a 'stream' of sessions were created across the six concurrent sessions and identified with (I) (II) (III) etc. Where possible in these instances, each concurrent session was then placed in the same room at the Wesley Centre. This allowed authors to readily identify similarity across papers' topic coverage and more easily plan their movements during the conference.

A good example of this was:

- Session 6 Emerging Issues Facing Both Educators and Industry (I) in the Lyceum during Concurrent Session 1;
- Session 13 Emerging Issues Facing Both Educators and Industry (II) in the Lyceum Room during Concurrent Session 2; and
- Session 27 Emerging Issues Facing Both Educators and Industry (III) in the Lyceum Room during Concurrent Session 4.

Session 28 Tourism, Hospitality and Events Threshold Learning Outcome Project Benchmarking Project and Session 42 Presentation of the OLT Project 'Enhancing Student Skills Through Virtual Field Trips in the Hospitality Industry' were not comprised of paper presentations.

Any author who requested a visual presentation in the Research Sharing Session was allocated this presentation type. This allowed the visual presentations to vary in topic coverage and created an adequate amount of posters included in the session.

5.2 Paper and presentation summary

Item	Number
Keynote presentations	3
Panel presentations	2
Total papers submitted	166
Papers withdrawn by author	5
Papers rejected	1
Papers presented	
Working papers	117
Full Papers	36
Posters / visual presentations	9
Oral presentations	139

* Total working papers + full papers – visual presentations – 5 papers that were not presented: two papers were included in the programme and proceedings but did not present due to last-minute unavailability to attend the conference (emergency). Three additional author/s did not arrive at the CAUTHE conference and did not present their paper.

6. FINANCIAL SUMMARY

The financial reporting is in AU\$

6.1 Registration fees

Registration Type	Fees	
	Early-bird	Standard
Full registration		
• Non-member	\$860.00	\$960.00
• CAUTHE member	\$750.00	\$850.00
Student		
• Non-member	\$550.00	\$605.00
• CAUTHE member	\$495.00	\$550.00
One-day registration		
• Non-member	N/A	\$350.00
• CAUTHE member	N/A	\$300.00
• Student	N/A	\$200.00
PhD/ECR workshop		
• With conference	N/A	\$50.00
• Workshop only	N/A	\$100.00
MCA workshop		
• With conference	N/A	\$25.00
• Workshop only	N/A	\$75.00
Social Function Only		
• Networking drinks	N/A	\$50.00
• Welcome event	N/A	\$60.00
• Gala dinner	N/A	\$120.00

6.2 Conference income and expenditure

Income	
Conference registrations, additional dinners, workshops etc	\$150,085.00
Sponsorship	\$9,500.00
Total Income	\$159,585.00
Expenditure	
Professional Conference Organiser (full/part)	NIL
Venue	(\$83,428.25)
Other direct costs	(\$65,141.86)
CAUTHE naming and membership fees	(\$9,885.00)
Refunds	(\$2,315.00)
Total Expenditure	(\$160,770.11)
Grand Total	(\$1,185.11)

6.3 Sponsorship income: tables, inserts and exhibitions

Organisation	Satchel insert	Table display	Exhibition booth	Total
Routledge	✓	✓		\$2000
Goodfellows	✓	✓		\$1500
Cengage	✓	✓		\$2000
Channel View	✓	✓		\$2000
eHotelier	X	✓		\$500
STR Global	X	✓		\$1500
TOTAL				\$9500

7. DELEGATE FEEDBACK (see appendix 1)

With 76 responses, word of mouth (47.37%), previous CAUTHE experience (35.53%) and CAUTHE website (21.05%) appeared to be the most effective way to learn about CAUTHE 2016. Notably BMIHMS website was 5.26% which may suggest that people may typically learn about next year's CAUTHE with a long lead-time. With 76 responses, academics or researchers were the largest representative group at 71.05% followed by student or PhD candidate at 21.05%.

The majority of respondents (65%) had attended previous CAUTHE conferences. With 59 responses, 21 attended for the first time; 19 had attended 1-3 times; 10 had attended 4-6 times and 9 more than 10 times.

7.1 Pre-conference

Overall satisfaction by delegates for pre-conference organisation was relatively high. The only rating that was slightly low was with regard to feedback received by reviewers. This may be due to the fact that we did not have a pro-forma for feedback for reviewers to tick off a predetermined list. Reviewers were asked to comment in general terms.

7.2 Plenary sessions

Overall satisfaction for plenary speakers was below the standard benchmark between 4 and 5. This may be due to the fact that the audience was primarily academic and two out of the three speakers were industry. However it is of interest that we (the committee) have received dozens of requests for the slides from the presentations, which indicates that a lot of delegates were interested in the information provided.

7.3 Concurrent sessions

Opinions about the quality of concurrent sessions were mixed, equally below and above a standard benchmark of 4 out of 5.

7.4 Venues, catering and social activities

Networking, organisation and social events were dominant themes in response to the best aspects of the conference. The social program included a networking reception at the Cruise Bar at the overseas passenger terminal; the welcome reception at the STUDIO at Sydney Tower; and the conference gala dinner held on board the Blue Room floating on Sydney Harbour. From the survey it can be concluded that delegates were overall satisfied with the choice of venue and social activities. Regarding catering, some delegates would prefer more seating options during the breaks especially at lunch.

8. MEDIA AND COMMUNICATIONS

A CAUTHE Conference movie was created and appears on You-Tube along with each of the main presentations https://youtu.be/FVQoKHMhA5c?list=PLtnMOhwXPfCtZsFK1Cww2pU80USI_6B_R

9. SUMMARY

For the BM team the most beneficial outcome was that we all worked very well together and as a education provider that is highly practical with respect to industry outcomes we were very proud of the fact that we and our students managed the entire conference without any assistance from outside.

A great deal of effort was made to make this conference a success and overall the feedback from the personal emails we received were encouraging, However we were disappointed that our efforts in creating the app for the conference (so as not to print thousands of pages of information that would then be thrown away at the end of the conference) was not embraced more fully. Although the metrics on the use of the app did show that it was used. Additionally we were disappointed at the criticisms on gender balance that were made by a small group, especially as we had made a big effort to invite many female presenters, but unfortunately due to a number of factors the invitations were declined.

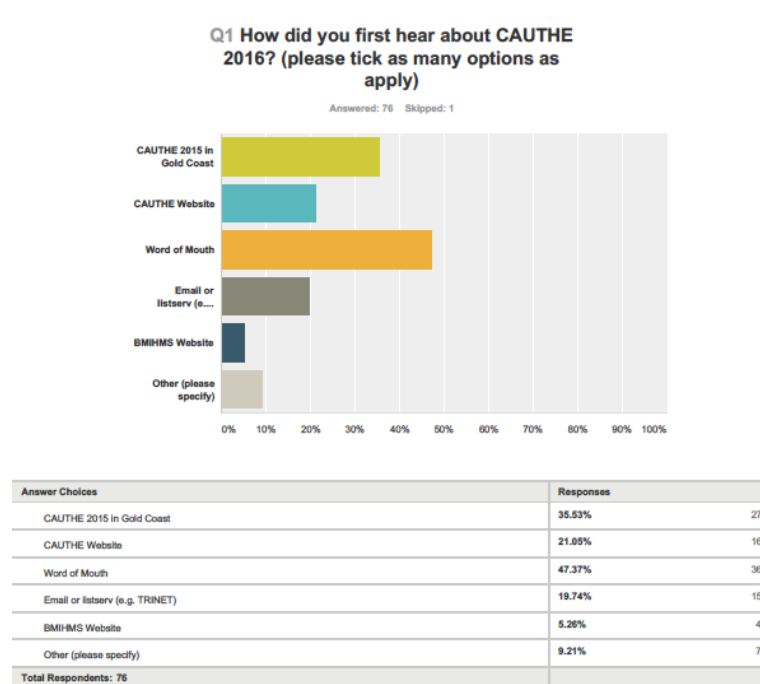
Report prepared by:

Name: BM CAUTHE Organising Committee

Date: March 2016-03-14

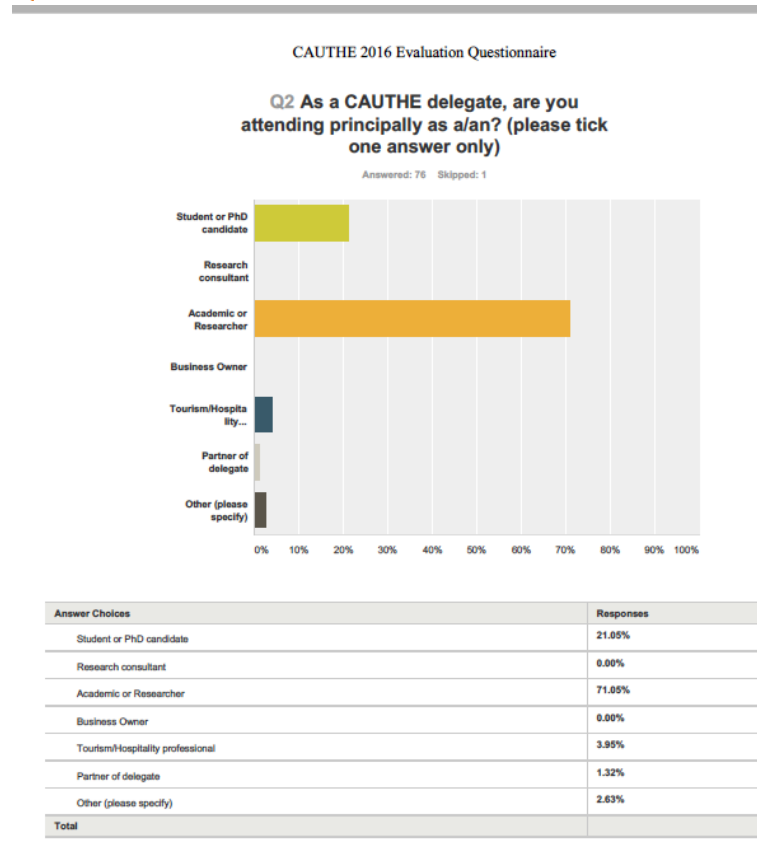
Appendix 1- Conference evaluation

Question 1



With 76 responses, Word of Mouth (47.37%), previous CAUTHE experience (35.53%) and CAUTHE Website (21.05%) appeared to be the most effective way to learn about CAUTHE 2016. Notably BMIHMS website was 5.26% which may suggest that people may typically learn about next year's CAUTHE with a long lead-time.

Question 2



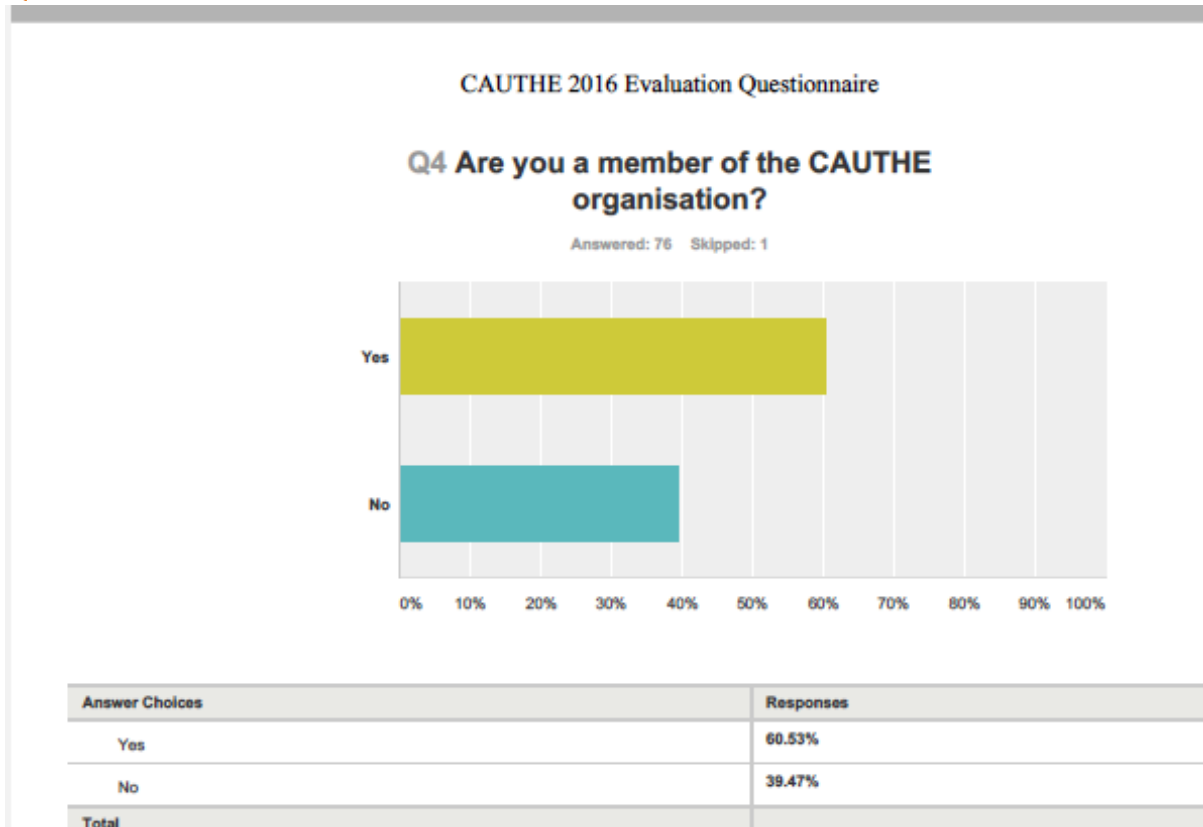
With 76 responses, Academics or Researchers were the largest representative group at 71.05% followed by Student or PhD candidate at 21.05%.

Question 3

How many previous CAUTHE conferences have you attended?

With 69 responses	
0 (First time)	21
1-3 times	19
4-6 times	10
More than 10 times	9

Question 4



With 76 responses, 60.53% of delegates are members of CAUTHE, 39.47% are not, perhaps an opportunity to grow CAUTHE membership?

Question 5

What do you value the most about being a member of CAUTHE
Networking is the dominant theme, all responses shown below:

- Joined the member for the first time now. Haven't had any experience yet.
- Networking with other academics in my field
- Networks, friends
- Access to information, academic partnerships and research papers
- Networking with colleagues, who are now friends
- Network, new insights into contemporary research.
- Network, insights
- Opportunity for academic and social exchange with colleagues
- Meeting academics from around the world
- Networking and sharing ideas
- Networking opportunities, and collective voice/support for THE education in Australasia
- The discounted conference rates.
- Not much
- Network
- Different research topics
- Networking

- Networking opportunities and research focus
- Networking and research opportunities
- Being in a professional network.
- Communications, collegiality, networking
- Nothing particular
- Networking and PhD work shop
- Discount to the conference
- Networking and support for our area
- The update about new jobs
- Networking
- Networking and keeping up to date with research and teaching practice in the area
- Supporting the organization
- I joined as a part of my conference registration. It was great to link into a network of tourism academics.
- That people speak my language about tourism
- Networking opportunities
- Access to information and networking and insights into the data we supply to Uni's and the use it gets
- Networking
- SIG
- The academic and research networking
- Connecting with colleagues
- A chance to connect with a vibrant academic community.
- Networking
- Networking, intellectual stimulation
- Maintaining contact with leading Australasian scholars, especially as I'm overseas based
- The networking opportunities and learning from new research
- Don't know yet
- Networking
- Networking
- First year of membership
- Networking opportunities
- Contacts
- Opportunity to network

Question 6 What, if anything, could CAUTHE do to improve upon your membership experience? Engagement and fees are dominant themes, all responses shown below:

- Generally it's great but there are opportunities to lobby governments and academics bodies on behalf of the sector. Also, with the additional funds- increased bursaries would be good.
- Nil
- not sure
- its doing fine

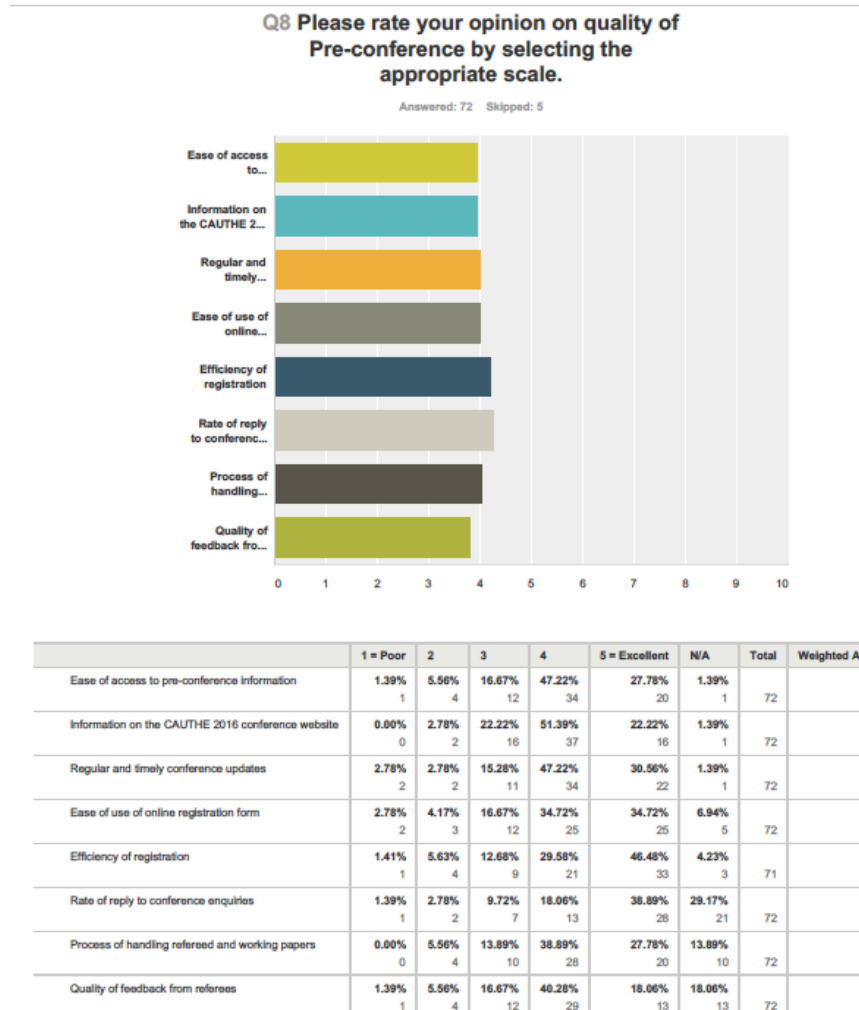
- Better use of technology. The conference app was a good start this year but live streaming keynotes, MYM and webinars would allow us to engage with people who cannot join us face to face.
- Offer discounted rates for 'partner' conferences.
- Networking events with industry, members-only research collaborations and writing retreats, mentoring across universities
- Perhaps CAUTHE could spend some of its increasing cash reserves on making the case for the value of H&T education and research
- No
- More industry engagement
- More regional functions
- Reduce the sky-scraping registration fees to a half or even a quarter. Current amount of the fees is noting but ridiculous.
- not for me, but show more outreach
- Don't know
- add some value
- Adding more topic relate to PhD students
- newsletters, research etc
- Cheaper
- Discount for registration fee?
- More engagement throughout the year and support for early career researchers
- I join to support the organisation and be part of the discipline discussions. I don't expect any direct benefit as such.
- Not sure
- Improve engagement of SIG within CAUTHE members
- Nothing comes to mind
- Online workshops/seminars
- Develop enhanced ties with industry
- More regular news and updates about T&H education and what is happening
- Not sure
- Opportunities for research and learning collaboration.
- Don't know yet
- Obtain Delegate list several weeks ahead of time to organise appropriate correspondence
- None

Question 7

Of those who chose to respond with a gender:

- Female 35 (50%)
- Male 35 (50%)

Question 8

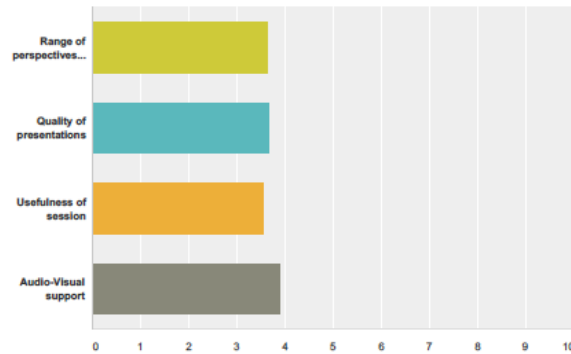


With 72 responses to quality of pre-conference, most values were near 4 out of 5 indicating a high level of satisfaction, rate of reply to conference enquiries scored highest at 4.27 followed by efficiency of registration at 4.19. The lowest score at 3.83 was quality of feedback from referees.

Question 9

Q9 Please rate your opinion on quality of Tuesday 9 February Keynote Plenary Sessions by selecting the appropriate scale.

Answered: 68 Skipped: 9



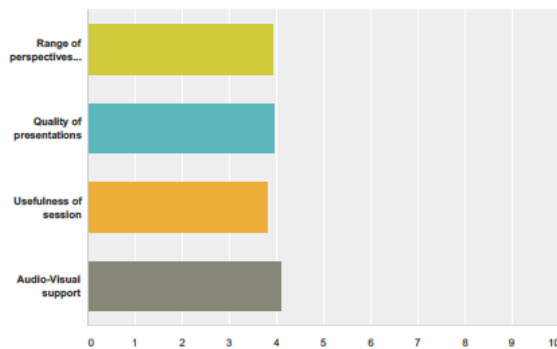
	1 = Poor	(no label)	(no label)	(no label)	5 = Excellent	N/A	Total	Weighted Ave
Range of perspectives presented	7.35% 5	5.88% 4	8.82% 6	39.71% 27	14.71% 10	23.53% 16	68	
Quality of presentations	2.94% 2	7.35% 5	17.65% 12	33.82% 23	14.71% 10	23.53% 16	68	
Usefulness of session	5.88% 4	5.88% 4	17.65% 12	35.29% 24	11.76% 8	23.53% 16	68	
Audio-Visual support	0.00% 0	7.35% 5	10.29% 7	38.24% 26	16.18% 11	27.94% 19	68	

With 68 responses to quality of Tuesday 9 February Keynote Plenary Sessions, all scores were below a standard benchmark of 4 out of 5, highest being audio-visual support at 3.88, lowest being usefulness of session at 3.54.

Question 10

Q10 Please rate your opinion on quality of Wednesday 10 February Keynote Plenary Sessions by selecting the appropriate scale.

Answered: 69 Skipped: 8

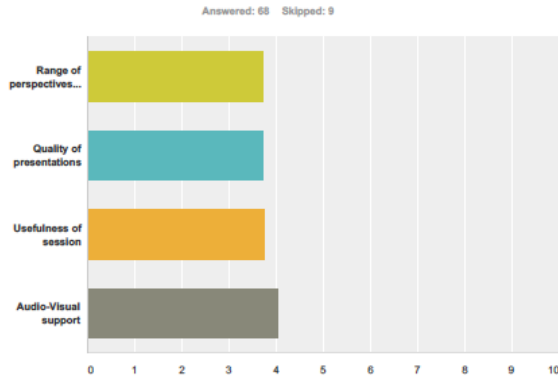


	1 = Poor	(no label)	(no label)	(no label)	5 = Excellent	N/A	Total	Weighted Aver
Range of perspectives presented	2.90% 2	4.35% 3	7.25% 5	42.03% 29	18.84% 13	24.64% 17	69	
Quality of presentations	2.90% 2	4.35% 3	8.70% 6	39.13% 27	21.74% 15	23.19% 16	69	
Usefulness of session	2.90% 2	5.80% 4	10.14% 7	42.03% 29	15.94% 11	23.19% 16	69	
Audio-Visual support	0.00% 0	2.90% 2	11.59% 8	31.88% 22	24.64% 17	28.99% 20	69	

With 69 responses to quality of Wednesday 10 February Keynote Plenary Sessions, most scores were below a standard benchmark of 4 out of 5, highest being audio-visual support at 4.10, lowest being usefulness of session at 3.81.

Question 11

Q11 Please rate your opinion on quality of Thursday 11 February Keynote Plenary Sessions by selecting the appropriate scale.

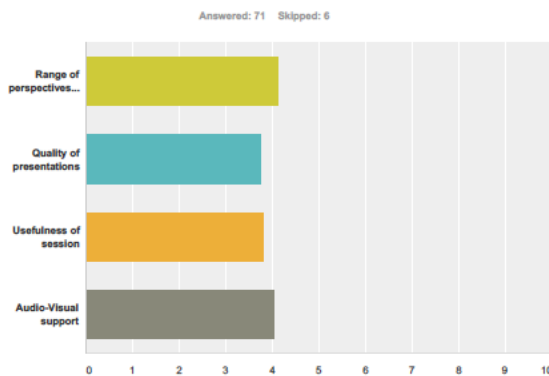


	1 = Poor	(no label)	(no label)	(no label)	5 = Excellent	N/A	Total	Weighted Average
Range of perspectives presented	5.88% 4	1.47% 1	11.76% 8	32.35% 22	14.71% 10	33.82% 23	68	
Quality of presentations	4.41% 3	2.94% 2	13.24% 9	30.88% 21	14.71% 10	33.82% 23	68	
Usefulness of session	2.94% 2	4.41% 3	11.76% 8	33.82% 23	13.24% 9	33.82% 23	68	
Audio-Visual support	2.94% 2	1.47% 1	5.88% 4	30.88% 21	20.59% 14	38.24% 26	68	

With 68 responses to quality of Thursday 11 February Keynote Plenary Sessions, most scores were below a standard benchmark of 4 out of 5, highest being audio-visual support at 4.05, equal lowest being range of perspectives presented and quality of presentations at 3.73.

Question 12

Q12 Please rate your opinion on quality of Concurrent Sessions by selecting the appropriate scale.



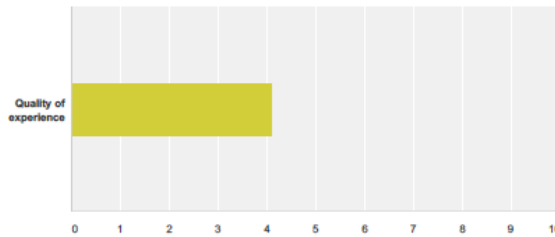
	1 = Poor	(no label)	(no label)	(no label)	5 = Excellent	N/A	Total	Weighted Average
Range of perspectives presented	0.00% 0	1.41% 1	12.68% 9	53.52% 38	26.76% 19	5.63% 4	71	
Quality of presentations	1.41% 1	2.82% 2	25.35% 18	52.11% 37	12.68% 9	5.63% 4	71	
Usefulness of session	1.41% 1	5.63% 4	21.13% 15	49.30% 35	16.90% 12	5.63% 4	71	
Audio-Visual support	0.00% 0	4.23% 3	18.31% 13	42.25% 30	28.17% 20	7.04% 5	71	

With 71 responses to quality of concurrent sessions, scores were equally below and above a standard benchmark of 4 out of 5, highest being range of perspectives presented at 4.12, lowest being quality of presentations at 3.76.

Question 13

Q13 Please rate your opinion on quality of Monday 8 February Conference Opening Ceremony by selecting the appropriate scale.

Answered: 65 Skipped: 12



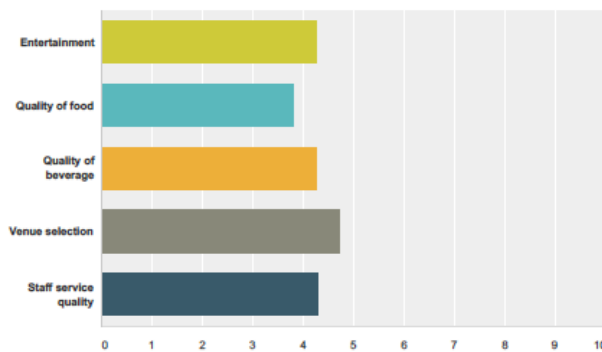
	1 = Poor	(no label)	(no label)	(no label)	5 = Excellent	N/A	Total	Weighted Average
Quality of experience	0.00%	3.08%	9.23%	26.15%	21.54%	40.00%	65	
	0	2	6	17	14	25		

With 65 responses to quality of opening ceremony, quality of experience scored 4.10.

Question 14

Q14 Please rate your opinion on quality of Monday 8 February CAUTHE Networking Event by selecting the appropriate scale.

Answered: 66 Skipped: 11



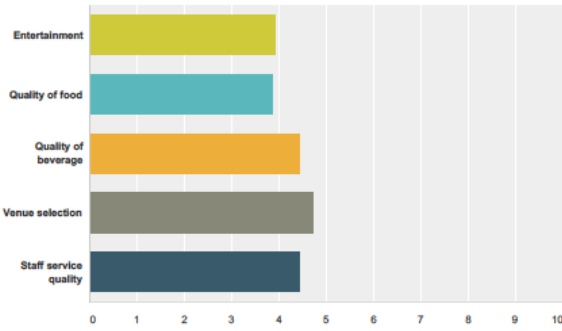
	1 = Poor	(no label)	(no label)	(no label)	5 = Excellent	N/A	Total	Weighted Average
Entertainment	0.00%	1.54%	6.15%	16.92%	23.08%	52.31%	65	
	0	1	4	11	15	34		
Quality of food	4.55%	1.52%	12.12%	25.76%	18.18%	37.88%	66	
	3	1	8	17	12	25		
Quality of beverage	4.55%	1.52%	3.03%	15.15%	37.88%	37.88%	66	
	3	1	2	10	25	25		
Venue selection	1.52%	1.52%	0.00%	6.06%	53.03%	37.88%	66	
	1	1	0	4	35	25		
Staff service quality	1.54%	3.08%	4.62%	18.46%	33.85%	38.46%	65	
	1	2	3	12	22	25		

With 66 responses to quality of Monday 8 February Networking Event, most scores were above a standard benchmark of 4 out of 5, highest being venue selection at 4.73, lowest being quality of food at 3.83.

Question 15

Q15 Please rate your opinion on quality of Tuesday 9 February Welcome Function by selecting the appropriate scale.

Answered: 67 Skipped: 10



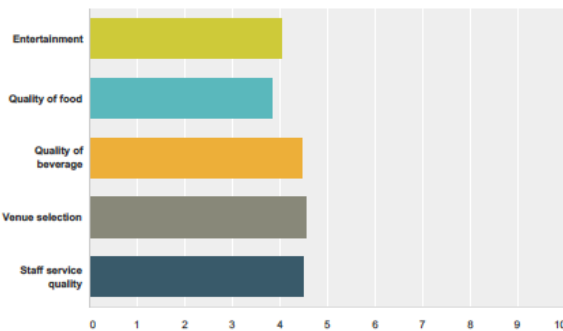
	1 = Poor	(no label)	(no label)	(no label)	5 = Excellent	N/A	Total	Weighted Average
Entertainment	3.03% 2	6.06% 4	10.61% 7	19.70% 13	27.27% 18	33.33% 22	66	
Quality of food	4.48% 3	7.46% 5	14.93% 10	22.39% 15	32.84% 22	17.91% 12	67	
Quality of beverage	1.49% 1	0.00% 0	5.97% 4	26.87% 18	47.76% 32	17.91% 12	67	
Venue selection	0.00% 0	1.49% 1	5.97% 4	7.46% 5	67.16% 45	17.91% 12	67	
Staff service quality	1.49% 1	0.00% 0	5.97% 4	29.85% 20	44.78% 30	17.91% 12	67	

With 67 responses to quality of Tuesday 9 February Welcome Function, most scores were above a standard benchmark of 4 out of 5, highest being venue selection at 4.71, lowest being quality of food at 3.87.

Question 16

Q16 Please rate your opinion on quality of Thursday 11 February Conference Dinner by selecting the appropriate scale.

Answered: 66 Skipped: 11



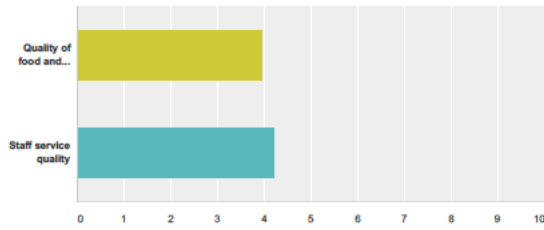
	1 = Poor	(no label)	(no label)	(no label)	5 = Excellent	N/A	Total	Weighted Average
Entertainment	4.55% 3	4.55% 3	12.12% 8	19.70% 13	37.88% 25	21.21% 14	66	
Quality of food	6.06% 4	6.06% 4	12.12% 8	25.76% 17	30.30% 20	19.70% 13	66	
Quality of beverage	1.52% 1	0.00% 0	4.55% 3	27.27% 18	46.97% 31	19.70% 13	66	
Venue selection	1.52% 1	1.52% 1	9.09% 6	7.58% 5	62.12% 41	18.18% 12	66	
Staff service quality	0.00% 0	1.52% 1	6.06% 4	24.24% 16	48.48% 32	19.70% 13	66	

With 66 responses to quality of Thursday 11 February Conference Dinner, most scores were above a standard benchmark of 4 out of 5, highest being venue selection at 4.56, lowest being quality of food at 3.85.

Question 17

Q17 Please rate your opinion on quality of Morning Tea/Lunch/Afternoon Tea by selecting the appropriate scale.

Answered: 66 Skipped: 11



	1 = Poor	(no label)	(no label)	(no label)	5 = Excellent	N/A	Total	Weighted Average
Quality of food and beverage	4.55% 3	7.58% 5	10.61% 7	40.91% 27	34.85% 23	1.52% 1	66	
Staff service quality	1.54% 1	4.62% 3	9.23% 6	36.92% 24	44.62% 29	3.08% 2	65	

With 66 responses to quality of morning tea/lunch/afternoon tea, quality of food and beverage scored 3.95 and staff service quality scored 4.22.

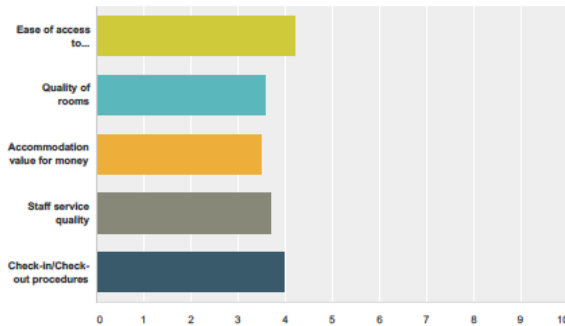
Question 18

Different accommodation location responses are shown in Responses - All data file.

Question 19

Q19 Please rate your opinion on the quality of your hotel accommodation by selecting the appropriate scale.

Answered: 68 Skipped: 9



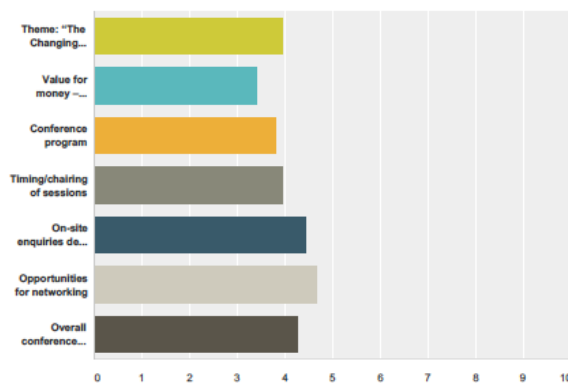
	1 = Poor	(no label)	(no label)	(no label)	5 = Excellent	N/A	Total	Weighted Average
Ease of access to pre-conference accommodation information	0.00% 0	5.88% 4	5.88% 4	25.00% 17	32.35% 22	30.88% 21	68	
Quality of rooms	5.88% 4	11.76% 8	16.18% 11	14.71% 10	26.47% 18	25.00% 17	68	
Accommodation value for money	4.41% 3	10.29% 7	19.12% 13	23.53% 16	16.18% 11	26.47% 18	68	
Staff service quality	2.94% 2	10.29% 7	14.71% 10	23.53% 16	22.06% 15	26.47% 18	68	
Check-in/Check-out procedures	4.41% 3	4.41% 3	10.29% 7	23.53% 16	30.88% 21	26.47% 18	68	

With 68 responses to quality of accommodation, most scores were below a standard benchmark of 4 out of 5, highest being ease of access to pre-conference accommodation information at 4.21, lowest being accommodation value for money at 3.50.

Question 20

Q20 Please indicate your overall experience of CAUTHE 2016 by selecting the appropriate scale.

Answered: 69 Skipped: 8



	1 = Poor	(no label)	(no label)	(no label)	5 = Excellent	N/A	Total	Wei Ave
Theme: "The Changing Landscape: The Impact of Emerging Markets and Destinations"	2.99% 2	1.49% 1	20.90% 14	44.78% 30	28.36% 19	1.49% 1	67	
Value for money – registration fee	7.35% 5	8.82% 6	30.88% 21	36.76% 25	14.71% 10	1.47% 1	68	
Conference program	1.47% 1	5.88% 4	19.12% 13	57.35% 39	16.18% 11	0.00% 0	68	
Timing/chairing of sessions	2.90% 2	4.35% 3	15.94% 11	46.38% 32	30.43% 21	0.00% 0	69	
On-site enquiries dealt with efficiently	1.47% 1	1.47% 1	4.41% 3	27.94% 19	47.06% 32	17.65% 12	68	
Opportunities for networking	0.00% 0	0.00% 0	1.47% 1	32.35% 22	66.18% 45	0.00% 0	68	
Overall conference operation	1.47% 1	0.00% 0	8.82% 6	51.47% 35	38.24% 26	0.00% 0	68	

With 69 responses to overall experience of CAUTHE 2016, most scores were below a standard benchmark of 4 out of 5, highest being opportunities for networking at 4.65, lowest being value for money – registration fee at 3.43.

Question 21 – Thinking about CAUTHE overall, what were the best aspects?

Networking, organisation and social events are dominant themes, all responses shown below:

- Reconnecting with ex-colleagues.
- Catching up with colleagues, social events
- People
- Tuesday keynote address. She was amazing!
- The social events were excellent, and the social networking opportunities were great
- The presence of key organising committee members, Dr Maddie, Dr Rajka, Dr Scott, Simon Pawson, Edmund etc. at all times meant advice was close at hand. The attention to timing and excellent industry speakers. The functions were stellar with great al fresco vibes and decent service of beverage and food. Well done. The paper winner was justified, such a great and once taboo topic over here, and opening up research on South East Asia. great stuff
- Generally good conference with interesting sessions. Balance the practitioner and academic focus is important and needs some careful consideration for future conferences.
- Great hospitality and professional organization

- Social events and networking, concurrent papers were not too bad either
- Venue excellent - location, set up, rooms etc. and facilitated networking while also being able to meet with collaborators. Social events were also excellent.
- Networking, discussing potential collaborations.
- Network opportunities
- Networking and socializing. Update ion the current happenings.
- Organisation
- The reception venues
- Excellent social functions - best for some years.
- Social networking and new research fields
- Social events
- Networking and quality of the sessions
- Great range of presenters. Accessible locations
- Networking
- Venue was good; just the right size actually; the usual networking etc
- Rajka was amazing. The hospitality was great. The venues on the first two nights were outstanding! Thank you!
- Don't know - some of the presentations were good, but many were extremely poor
- Rajka's incredible professionalism and efficiency
- Networking and concurrent sessions
- Location, food and networking
- Industrial speakers
- The mix of people and presentations
- Social networking
- Great debate
- Most presentation audiences actively provided constructive and supportive feedback.
- Networking
- Networking particularly with senior academics
- The networking.
- Networking, drinking, dancing
- Sharing of research and questions raised for further research. Opportunity to network with like-minded colleagues
- Networking options; great debate
- Networking and the range of topics
- Gala dinner, Great Debate, networking opportunities, a few really interesting presentations.
- The overall quality of venue and organisation were first rate.
- Presentations, networking
- Excellent organisation - a big thank you to Scott and the team.
- Networking and the venues
- Good social event locations. On the whole, well timed sessions
- Sydney - good range of delegates and speakers
- The networking opportunities, the learning and sharing between academics and researchers

- Networking. It was a great to meet actively working academics and having a chance to talk (feedback) to them.
- The atmosphere was good
- Gala dinner
- Reception venue on Tuesday
- Networking and catching up with delegates
- Good location and facilities; enthusiasm supporting staff, excellent tea breaks and lunches; interesting themes and research topics presented.
- Networking sessions
- Social contact
- Knowledge sharing and networking
- Networking with top researchers. Opportunity to hear latest advances in research.

Question 22 – Can you suggest any areas of the conference that could have been improved?

Cost, food, perceived inequitable representation and program improvement suggestions are dominant themes, all responses shown below:

- Advising speakers about changes to their presentation time - I had no idea my session time had been changed to an earlier day so could have missed it entirely. Keeping to time - this was abysmal on the first day. Having a better keynote - Tammy Marshall was terrible, was she briefed at all? At the end of the first day I wondered what on earth I had signed up for, it didn't seem professional at all! Thankfully it did improve on subsequent days but I didn't attend any more keynotes (with the exception of Suzanne Becken which was interesting).
- Timing of plenaries - it's a tight schedule, hard copy conference program- I couldn't remember my apple password so couldn't download the app and I hate apps anyway, more times for SIGs or other groups to meet.
- Please ensure better recognition for employment/ HRM research and debate within the programme – largely peripheral in publicity and not covered in depth elsewhere (keynotes)
- No
- The wifi wasn't great, to be honest
- Would like to have mingled with Tammy and Simon M from industry more and heard from the events side. Thought Chinese New year was probably a mishit for the conference because it closes off Chinese academics from South and North Asia, but maybe that's not the CAUTHE agenda (I would strongly encourage the committee to engage the Asian suffix more) Wesley food was ordinary and especially on the final day (was it duck or chicken?) I had to struggle to find criticisms here as it was superb but just don't want you Laureate folks to get complacent.
- I am highly offended by the organizers responses to the social media comments about the panel make-up. This is the way of the future and communication through social media is critical to discourse. I am appalled that the organizers would feel it necessary to call out those who spoke their mind on social media. Its part of the academic freedom. Clearly you have not dealt with inclusion in an appropriate manner if you feel its necessary to point it out and create a culture of exclusion and shaming, ask about Gender in a survey, and failed to be inclusive of disability. I

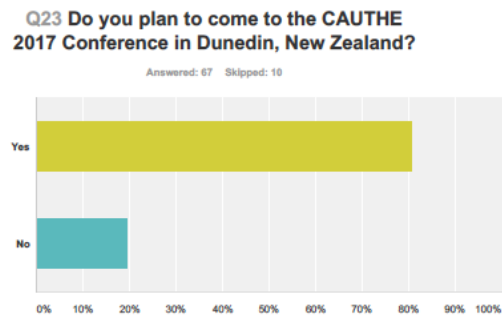
noticed that the one man in a wheelchair did not attend the very inaccessible boat cruise but no mention of this has been made from the organizing committee. I will not attend CAUTHE in the future if this is considered the appropriate conduct of the association.

- Having the same time allocation for full and working papers is unfair to academics who spend much more time in writing and preparing their papers. This is why the number of full papers are declining, and this is reflecting badly on the quality of the CAUTHE conferences.
- Nice to have a conference app but could not find the links to the app anywhere on the conference website. Also not very useful for a microsoft windows phone - only android and apple :(some other conferences use an online system that can be accessed on any device. Social media engagement was pretty limited, a lot more can be done in this space. I understand what the organisers were trying to do with the industry people in the plenary sessions but I think some of the presentations were pitched at the wrong level - much of the content was what we would be teaching our first year students! We have moved well beyond the experience economy and should be talking about co-creation, the digital economy, the sharing economy etc.
- For \$900 I think it is highly inappropriate that all the lunches were stand up. There weren't even any tables where someone could sit or stand around a table and talk. I don't consider those lunches- these are just glorified breaks.
- Very minor as overall the sessions were run really well, but my PhD student was unofficially asked to swap order in her session (by one of the other speakers who was also involved in the conference organisation). She felt she should say yes and it meant that people who came specifically for her session actually missed it. Unfortunately this session was also poorly chaired, but again that was an exception to what was otherwise a very well run conference.
- I suppose the only question that remains surrounds the 'controversial' 'lack' of women as keynote speakers.
- Timing of sessions of presentations was not always maintained. Often if a presenter did not show up the next presenter went- making the scheduled program hard to follow
- Registration was too expensive, there is no need to spend so much on drinks...
- Maybe limit the sessions happening simultaneously
- Food quantity (always run out so always hungry). Female representation at the panel sessions - I got the explanation message in the email but don't understand why the committee didn't approach registered delegates who were already committed to attending the conference? For example, Prof Yvette Reisinger is an expert in emerging destinations and a confident speaker. There were so many other qualified women at the conference who would be good speakers. Although I understand the effort that was put in, It's still very off-putting to see that all- male panel, sorry.
- Conference lunches were a bit ordinary
- The gala dinner place is difficult to find. The cruise moves too fast without waiting for enough time
- All conferences must be fully accessible. I understand there was an accessibility issue for one of the delegates
- Venue could have been more appealing (not dungeon like)

- 7 concurrent sessions was difficult to manage. Swapping between sessions was difficult.
- Cut the registration fees to a half. Everyone hates that except invitees.
- Innovation in sessions ie move away from 20 min pressies/Q&A too many concurrent rooms
- Full disability access. Very embarrassing to have delegates excluded
- Better control of scientific standard
- Less expensive venue
- As you already recognised, gender balance on panel
- Gender balance of keynotes, move keynotes to start of day
- Hard copy of the programme should be available.
- No
- None
- Need time to change between conference and networking events. Boat coming on time!
- Quality and variety of food particularly for special dietary requirements. More seating options during the breaks. Timing of the presentations was often out frustrating presenters.
- The program was very busy. For example, the AGM finished after 6pm and the networking function started at 6:30pm and required a short walk. It didn't allow any down time or time to check emails, change, etc. Was just a bit too busy. Also, times for networking functions was difficult because it then became too late to eat dinner afterwards, which isn't ideal. I think 5:30-7:30 for networking drinks is better.
- More dancing, no Aussie hats, more alcohol
- SIG meetings
- Catering was good food was crap
- Registration staff not very friendly in giving directions about the location of the various rooms. Some papers of very basic quality, which actually embarrasses our discipline.
- A conference of this sort should have attracted a lot more coverage in both the general and the trade media than it did. As I understood it, media coverage of CAUTHE, themes and issues was negligible. CAUTHE deserves a far higher media profile than it gets. This has been a failure of the past three CAUTHE Conferences.
- Nah
- F&B could be better, booking of accommodation could be more efficient
- Work even harder on equity on panels (including but not exclusively gender). Better food at convention centre – this was the only area of deficient service
- The accommodation - the experience at the Park Regis was awful; and the staff were not particularly friendly, nor professional (at times down-right rude...which was also experienced by other guests from the conference we spoke to). The quality of the accommodation and amenities provided for the price charged was fairly disappointing. The only positive thing was the location. Reconsider using this hotel in the future.
- I really like the location of the conference. Very easy to find and after the conference also easy to access to public transport. Don't see any faults. Well done!
- Better location of Stand
- iPhone app was useful but I also wanted to have a hard copy conference program.

- Keynotes
- Include fewer sessions
- Presentations from concurrent sessions seemed cover so many topics which was likely cause losing theme focus.
- This was the best CAUTHE conference I have attended thus far. Scott and his team are to be congratulated!
- One day registration fee is too high.

Question 23



Answer Choices	Responses
Yes	80.60%
No	19.40%
Total	

With 67 responses to whether delegate plans to attend CAUTHE 2017 in Dunedin, New Zealand, 80.60% said yes, 19.40% said no.

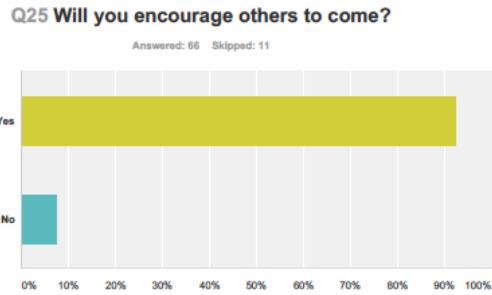
Question 24 – what would prevent you from coming?

Budget, commitments and timing are dominant themes, all responses shown below:

- Budget constraints
- Funding and family commitments
- Work commitments
- Nothing
- the journey is just too far from the Uk.....it's another few hours on top of what is already a long journey
- Need to expand beyond THE in my new role across domains and attack some more general education connies like QS etc
- See my previous comments
- Death
- 1. If only 15 mins is given to present full papers, I will not be attending, as this is far too short to time properly reflect the work, and to justify the expenses of travelling to the conference.
- Falling under a bus
- Funding
- Work commitments; conference clash; illness (actually, I would still try to attend, anyway).
- Teaching schedule
- Workload

- High registration fees
- visa application and expenses fee
- Cost
- Family commitments
- Ridiculous registration fees.
- something extraordinary
- time and money
- budgets
- cost and conflicting engagements
- funding problems
- NZ
- Finances
- Distance
- Cost
- Distance and cost?
- Other commitments
- Teaching schedule
- Destination
- Perhaps. It depends on the theme of the conference and the cost of attendance.
- Funding - lack of
- Requirements of workplace
- Not getting visa for New Zealand
- work schedule
- no budget
- funds
- nothing
- \$
- Cost
- Distance and cost
- No air access?!
- Pricing and dates; Clash in scheduling.
- Nothing
- not a good experience this year. Too expensive.
- Funding
- Limited travel costs supported for PhD candidates
- Funding
- Possibly travel costs
- Budget support
- Permission from Supervisor.
- Clashes

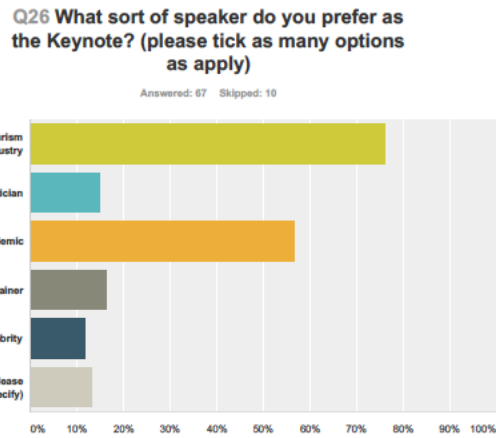
Question 25



Answer Choices	Responses
Yes	92.42%
No	7.58%
Total	

With 66 responses to whether delegates would encourage others to attend CAUTHE 2017 in Dunedin, New Zealand, 92.42% said yes, 7.58% said no.

Question 26



Answer Choices	Responses
Tourism Industry	76.12%
Politician	14.93%
Academic	56.72%
Entertainer	16.42%
Celebrity	11.94%
Other (please specify)	13.43%
Total Respondents: 67	

With 67 responses, Tourism Industry (76.12%) and Academic (56.72%) were the dominant responses to preferred Keynote speaker.

Appendix 2- APP Metrics

