



CAUTHE 2017 Conference Report

Date: 7-10 February 2017 (including the PhD/ECR workshop)
Location: St David's lecture Theatre Complex, University of Otago, Dunedin
Hosted by: University of Otago
Website: <http://www.otago.ac.nz/cauthe2017/>

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CONFERENCE OVERVIEW

1.1 Background and overview

The Department of Tourism at the University of Otago hosted the 27th Annual CAUTHE conference for the first time in Dunedin, New Zealand between 8 -10 February 2017. The campus venue facilities at St David's Lecture Theatre Complex were used for all conference sessions. The venue accommodated seven teaching spaces, one lecture theatre and six seminar rooms which were used for all sessions, and the venue was fully accessible to people with disabilities. The CAUTHE 2017 theme was "Time for big ideas? Re-thinking the field for tomorrow". The theme aimed to challenge and inspire tourism, hospitality and events educators and researchers, sharing and debating information about staying ahead of the current industry practices. The conference attracted 271 delegates. New delegates from Asia, Africa, UK/Europe and North America joined CAUTHE this year, while the delegate numbers from New Zealand and Australia remained strong. The programme schedule contained over 240 presentations.

The annual Bill Faulkner memorial PhD and ECR Workshop was held immediately prior to the conference on 7 February 2017. It was organised by Dr Willem Coetzee (University of Otago) and Dr Catheryn Khoo-Lattimore (Griffith University). The workshop proved successful and a separate report on the outcomes of this workshop has been drafted. It finished with an informal networking function on 7 February. Other social events (8-10 February) included the conference welcome reception at the Dunedin Public Art Gallery and a gala dinner and awards ceremony at the Dunedin Town Hall. A Historic Warehouse Precinct Walking Tour of the city and Wine Tasting 'tour of New Zealand' was a popular choice as a post-conference tour.

A range of international and national speakers provided academic and industry perspectives on global matters throughout the event. The programme contained eight concurrent sessions in a traditional CAUTHE programme format, including SIG meetings and the Great Debate. Our keynote speakers were Professor Emerita Pauline Sheldon (University of Hawaii), Professor Brian King (Hong Kong Polytechnic University) and Ms Lesley Immink (Tourism Export Council of New Zealand). Conference participants also attended a newly developed Research Assessment Workshop on 9 February. This workshop incorporated a wider discussion surrounding the position of tourism, hospitality, and events and the variously named research assessment exercises and research management initiatives such as Performance-Based Research Fund (PBRF) in New Zealand, Excellence in Research for Australia (ERA), and Research Excellence Framework (REF) in the United Kingdom (UK). The workshop was well attended by the delegates.

This was the first time the conference was held in Dunedin, a university town in the southern part of New Zealand. Despite the remote location, the conference organisers were very pleased with a near record number of CAUTHE delegates this year.

1.2 Programme

Tuesday 7 February - Annual CAUTHE Bill Faulkner Workshop for PhD Scholars and ECRs		
<i>Time</i>	<i>Activity</i>	
From 8.00am	Registration for workshop	
9.00-9.30am	Welcome and introductions	
9.30-10.30am	Opening session	
10.30-11.00am	Morning tea	
11.00am-12.00pm	Interactive workshop and group discussions	
12.00-12.15pm	Whole group discussion and recap	
12.15-1.00pm	Lunch Optional: Brown Bag Presentation	
1.00-2.00pm	Academic development and strategies	Peer review of assessment workshop (closed session)
2.00-3.30pm	Small group mentoring discussions and CV evaluation	
3.30-4.00pm	Afternoon tea	
4.00-5.00pm	Panel discussion	
5.00-7.00pm	Informal networking function	

Wednesday 8 February - CAUTHE Conference Day 1		
<i>Time</i>	<i>Activity</i>	
From 8.30am	Registration	
8.45-10.00am	Opening ceremony	
10.00-10.05am	CAUTHE Fellows announcement	
10.05-10.35am	Morning tea	
10.35-11.30am	Keynote address 1	
11.30am-1.00pm	Concurrent papers session 1	
1.00-2.00pm	Lunch	
2.00-3.30pm	CAUTHE Special Interest Group (SIG) meetings	
3.30-4.00pm	Afternoon tea & poster session	
4.00-5.00pm	Concurrent papers session 2	Supporting hotel-related academic research and education workshop
6.00-8.30pm	Welcome reception	

Thursday 9 February - CAUTHE Conference Day 2			
<i>Time</i>	<i>Activity</i>		
7.30-9.00am	Chapter directors' breakfast		
9.00-10.30am	Concurrent papers session 3		
10.30-11.00am	Morning tea		
11.00am-12.00pm	Keynote address 2		
12.00-12.30pm	Lunch		
12.30-2.00pm	Concurrent papers session 4		
2.00-3.30pm	CAUTHE annual general meeting		
3.30-4.00pm	Afternoon tea	Board of directors' meeting	
4.00-5.30pm	Research assessment workshop	Experiential learning in tourism education workshop	UNWTO accreditation workshop
7.00pm-late	Gala dinner & awards ceremony		

Friday 10 February - CAUTHE Conference Day 3	
<i>Time</i>	<i>Activity</i>
8.30-9.30am	JHTM Board meeting
9.30-10.30am	Concurrent papers session 5
10.30-11.00am	Morning tea
11.00am-12.00pm	Concurrent papers session 6
12.00-12.30pm	Lunch
12.30-1.30pm	Keynote address 3
1.30pm-2.30pm	Concurrent papers session 7
2.30pm-3.00pm	Afternoon tea
3.00-4.00pm	Concurrent papers session 8
4.00-5.00pm	The Great Debate
5.00-5.15pm	Conference handover & closing

Note: For full program details please refer to the CAUTHE 2017 Conference booklet.

2. CONFERENCE COMMITTEE

Conference Convenor: Dr Sebastian Filep

Scientific Committee Chairs: Dr Julia Albrecht and Dr Craig Lee

PhD/ECR Workshop Coordinator (Otago representative): Dr Willem Coetzee

Administration Manager: Ms Trudi McLaren

Administrative Assistant: Ms Pip Lennon

3. DELEGATE PROFILE

3.1 Delegates by registration type

Registration Type	Earlybird	Standard	Total
Full registration			
Non-member	27	22	49
CAUTHE Member	54	5	59
With 1-year Membership incl.	61	11	72
Student Registration			
Non-member	7	5	12
CAUTHE Member	18	2	20
With 1-year Membership incl.	11	10	21
Daily Registration	6	5	11
Other (conference team/Exhibitors)			27
TOTAL			271

Additional Attendance Statistics	
PhD/ECR Workshop	
With Conference	66
Workshop Only	1
Research Assessment Workshop	108

3.2 Delegate place of origin

Country of Origin	Number	Percentage
Australia	115	42
New Zealand	71	26
Asia/Pacific	37	14
UK/Europe	33	12
Other	15	6
TOTAL	271	(100%)

3.3 Social function attendance

Function	Delegates	Guests	Other	Total
Informal Function	236	5	22	214
Welcome Reception	253	5	22	231
Gala Dinner	254	10	17	237

4. PAPER AND ABSTRACT REVIEW PROCESS

4.1 Paper and abstract reviewers

The list of paper reviewers is presented below.

Aaron Tkaczynski	Hazel Tucker	Mitra Etemaddar
Abrar Faisal	Heike Schänzel	Mizuki Yamasaki
Adam Weaver	Hilary du Cros	Najmeh Hassanli
Alison Booth	Hongrui Zhu (Harry)	Naomi Dale
Alison Morrison	Ian Yeoman	Neil Carr
Andrew Sivijs	Ismail Shaheer	Noel Scott
Anna Carr	James Higham	Nurdina Prasetyo
Anne Buchmann	Jennifer Laing	Paolo Moura
Ashokkumar Manoharan	Jin Yin	Patricia Johnson
Azmiri Mian	Jingru Zhang (Damon)	Paul Whitelaw
Barbara Neuhofer	Joanna Fountain	Peter B Kim
Betty Weiler	John Tribe	Phillip Pearce
Brent Lovelock	Jonathan Sutton	Pierre Benckendorff
Brent Moyle	Judith Mair	Rachel Byars
Brent Ritchie	Juergen Gnoth	Richard Robinson
Brian Hay	Julia Albrecht	Rob Law
Brian King	Karen Hofman	Sam Huang
Caroline Orchiston	Karen Smith	Sandeep Basnyat
Catheryn Khoo-Lattimore	Kathryn Sutherland	Sandra Goh
Cathy Hsu	Keith Hollinshead	Sebastian Filep
Char-Lee McLennan	Kelsey Johanson	Shahab Pourfakhimi
Chen Mingming	Kirsten Holmes	Steven Wearing
Christian Schott	Larry Dwyer	Stuart Hayes
Christof Pforr	Laurie Murphy	Sue Beeton
Craig Lee	Leonardo Nava Jiménez	Susan Weidmann
David Adeloye	Leonie Lockstone-Binney	Tara Duncan
David Bierman	Liang Jiang (Leon)	Tess Guiney
David Scott	Lindsay Neill	Tobias Danielmeier
Eliza Raymond	Lisa Ruhanen	Tracy Berno
Erica Wilson	Marianna Sigala	Trudie Walters
Erwin Losekoot	Martin Robertson	Una McMahon-Beattie
Eunice Tan	Md Ariful Hoque	Wendy London
Fathimath Shiraani	Michael Gross	Willem Coetzee
Freya Higgins-Desbiolles	Michael Hughes	Ying Wang
Gui Lohmann	Mick Abbot	Yulei Guo
Guojie Zhang (Desmond)	Mino E Hassani	Zhu Liang

4.2 Refereeing process

Papers were managed through a manual, e-mail submission system, chaired by Dr Craig Lee and Dr Julia Albrecht. As with previous CAUTHE conferences (e.g. CAUTHE 2015), the merits of a software-based abstract submission system did not outweigh the manual system based on an Excel spreadsheet database. It was felt this system was manageable, and it worked well for the Chairs to have the manual 'control' of their system. A dedicated university email address for CAUTHE 2017 was established for paper submissions: cauthe2017@otago.ac.nz. All papers were acknowledged with a template email for a response, and then entered into the CAUTHE 2017 spreadsheet.

The refereeing process was managed through a Scientific Committee of 10 University of Otago academics (see below). The Chairs worked together with the committee members to allocate reviewers. The Chairs then contacted the reviewers and managed the review process (locating at least one reviewer for working papers, and two reviewers for full papers). The recommendations were then sent to the Chairs, and a decision was made on the outcome of the paper (e.g. minor, major, reject). All decisions to authors were emailed by the Chairs, with a letter of outcome.

Best papers were nominated by anonymous reviewers during the blind paper review process. The Scientific Committee then made the final choices from the nominated papers. The best visual presentations were decided by a CAUTHE Fellow (Professor Margaret Deery), CAUTHE Chair (Dr Judith Mair), Conference Convenor (Dr Sebastian Filep) and Scientific Committee Co-Chair (Dr Craig Lee) during the conference. All awards were announced at the Gala Dinner.

Scientific Committee:

Dr Julia Albrecht and Dr Craig Lee (Scientific Committee Chairs)
Professor Neil Carr
Professor James Higham
Associate Professor Brent Lovelock
Associate Professor Hazel Tucker
Dr Sebastian Filep
Dr Willem Coetzee
Dr Anna Thompson
Dr Tara Duncan

4.3 Key dates

Full Papers: **17 October 2016**

Working Papers: **31 October 2016**

In exceptional circumstances, paper extensions were granted for individual submissions. However due to the total number of submissions received (over 250), no official deadline extensions were necessary.

5. PAPERS AND PRESENTATIONS

5.1 Paper and presentation session key features

Two hundred and twenty-four accepted papers were allocated into eight concurrent sessions, with most sessions comprised of three or four paper presentations (20-minutes per author: 15-minute presentation and 5-minute question time). Additionally, twenty posters were presented on 8 February 2017, as part of the Ideas Factory. Six CAUTHE Special Interest Group (SIG) sessions were held on the first day of the conference.

For oral presentations, 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 based on the conference sub-themes. These included:

- The future of tourism, hospitality and events
- Emerging technologies
- Sustainability
- Ethics, morality, justice, equality
- Well-being, wellness, quality of life
- Cross cultural and indigenous perspectives
- New markets and destinations
- Changing consumers
- Employment and the workforce in tourism, hospitality and events
- Critical approaches in the field

In addition to paper sessions noted above, a special session on ICT, disruptive technologies and the future was added the programme. This special session completed the CAUTHE 2017 theme – “Time for big ideas? Re-thinking the field for tomorrow”.

5.2 Paper and presentation summary

Item	Number
Total papers submitted	249
Papers withdrawn by author	22
Papers rejected	3
Papers presented	224
Full papers	51
Working papers	153
Posters	20 (FP = 2; WP = 18)

6. FINANCIAL SUMMARY

The financial reporting is in NZ\$

6.1 Registration fees

Registration Type	Fees	
	Earlybird	Standard
Full Registration		
Non-Member	1,010	1,110
CAUTHE Member	890	990
With 1-year CAUTHE Associate Membership included	1,010	1,110
Student Registration		
Non-Member	555	605
CAUTHE Member	495	545
With 1-year CAUTHE Associate Membership included	555	605
Daily Registration	375	425
PhD/ECR Workshop		
With Conference	55	55
Workshop Only	110	110
Research Assessment Workshop	20	20

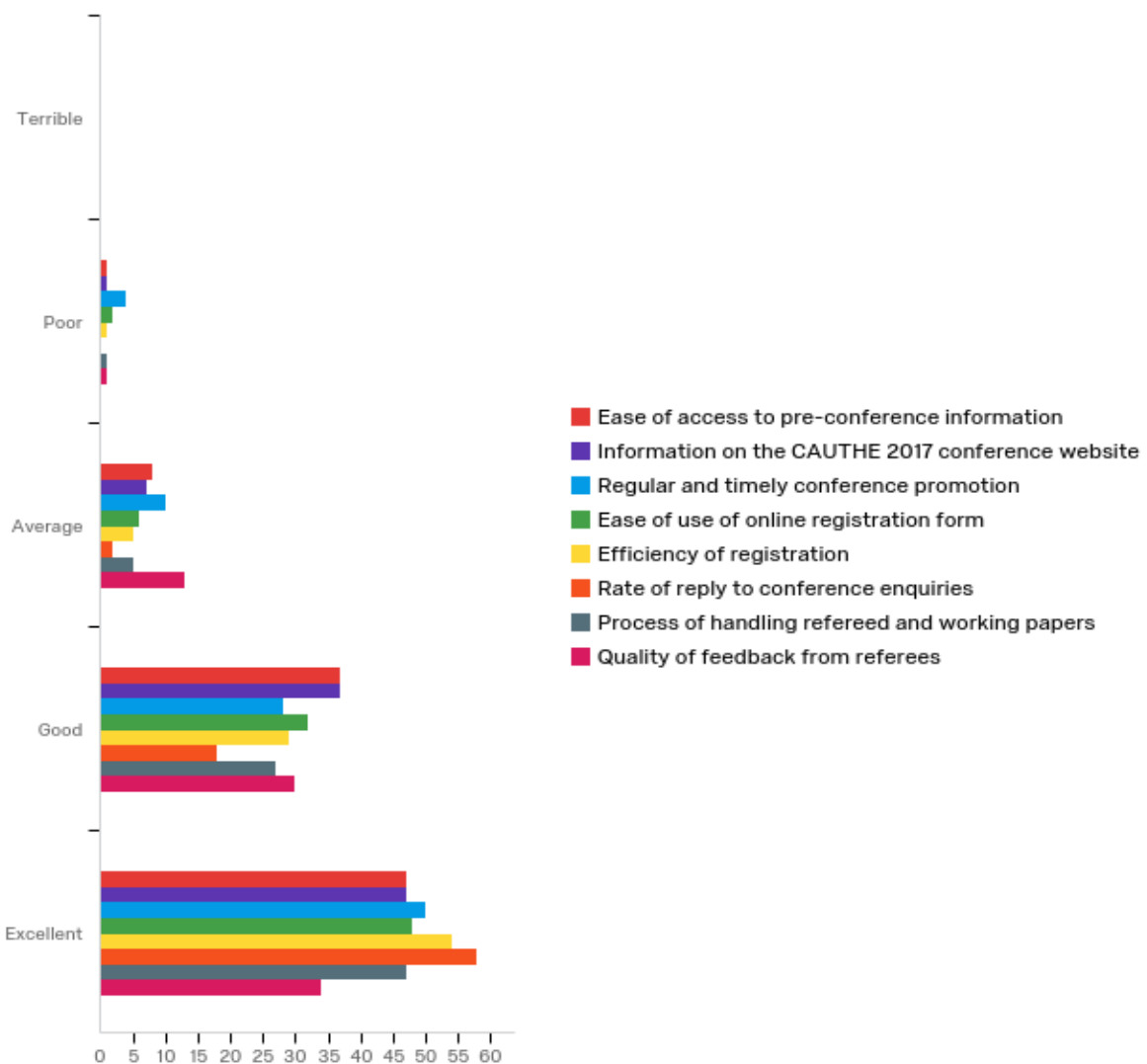
6.2 Conference income and expenditure

Income	
Conference registrations, additional dinners, workshops, etc.	223,360
Sponsorship and CAUTHE Contributions	7,766
Total Income	231,126
Expenditure	
Venue Hire – St David Lecture Theatre Complex (fee waiver accepted)	0
Day Catering	55,401
Welcome Reception – Dunedin Art Gallery	
Venue Hire	995
Additional Venue Costs (security, corkage, etc.)	1,648
Catering	12,496
Entertainment	998
Gala Dinner – Dunedin Town Hall	
Venue Hire	1,668
Additional Venue Costs (lighting, security, set-up, etc.)	3,085
Catering	41,891
Entertainment	2,816
Additional Conference Expenses (printing, Keynote, Photographer, MC, Stationery, etc)	15,775
CAUTHE Naming and Membership Fee	14,808
Total Expenditure	151,581
Balance	79,545

7. DELEGATE FEEDBACK

Two feedback surveys were produced after the event. Delegates were sent an online survey on 16 February 2017 which was prepared by the CAUTHE 2017 Otago team. This survey was short and anonymous, and based on previous CAUTHE conference surveys. We were also approached by the Ministry of Business, Innovation and Employment (MBIE) in New Zealand. They have developed their own Convention Delegate Survey (CDS). The link to this second survey was also sent to delegates via e-mail. CDS monitors the contribution of the New Zealand event industry to the economy and provides information for planning conferences in New Zealand. Participation was voluntary. About 50% of delegates took part in our own survey and 17 % answered the CDS questions. The results below relate to the findings from our own feedback survey.

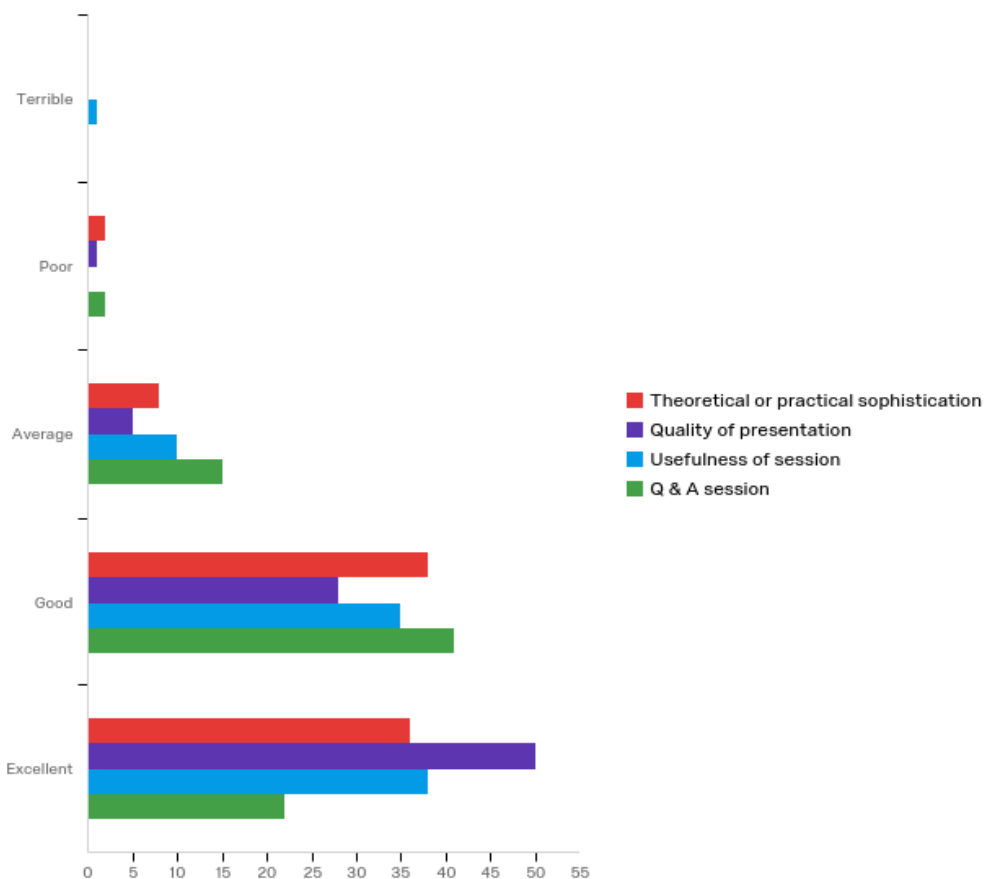
7.1 Pre-conference



#	Question	Terrible		Poor		Average		Good		Excellent		Total
		%	Count	%	Count	%	Count	%	Count	%	Count	
1	Ease of access to pre-conference information	0%	0	1.08%	1	8.60%	8	39.78%	37	50.54%	47	93
2	Information on the CAUTHE 2017 conference website	0%	0	1.09%	1	7.61%	7	40.22%	37	51.09%	47	92
3	Regular and timely conference promotion	0%	0	4.35%	4	10.87%	10	30.43%	28	54.35%	50	92
4	Ease of use of online registration form	0%	0	2.27%	2	6.82%	6	36.36%	32	54.55%	48	88
5	Efficiency of registration	0%	0	1.12%	1	5.62%	5	32.58%	29	60.67%	54	89
6	Rate of reply to conference enquiries	0%	0	0.00%	0	2.56%	2	23.08%	18	74.36%	58	78
7	Process of handling refereed and working papers	0%	0	1.25%	1	6.25%	5	33.75%	27	58.75%	47	80
8	Quality of feedback from referees	0%	0	1.28%	1	16.67%	13	38.46%	30	43.59%	34	78

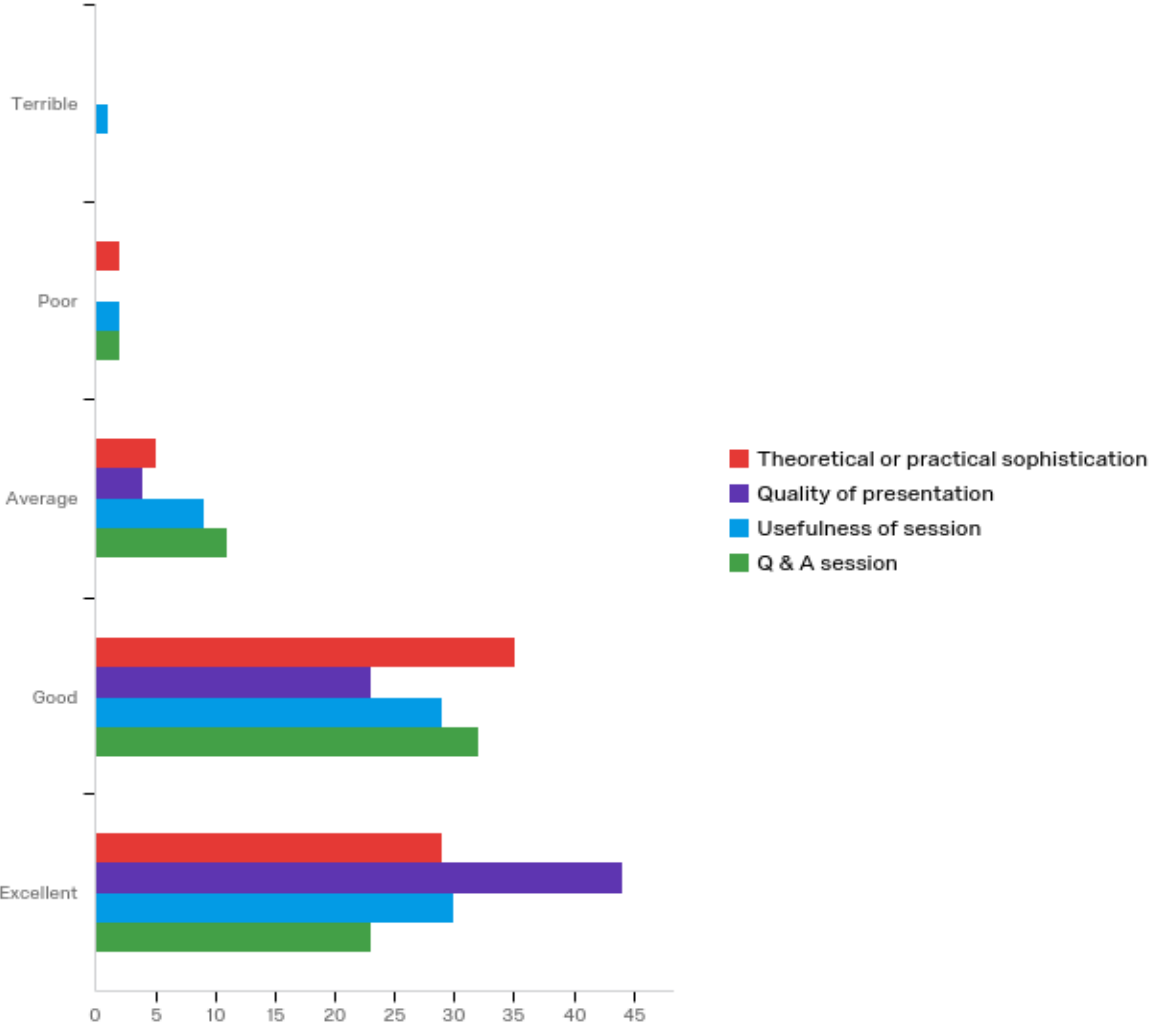
7.2 Plenary sessions

Wednesday 8 February – Professor Pauline Sheldon



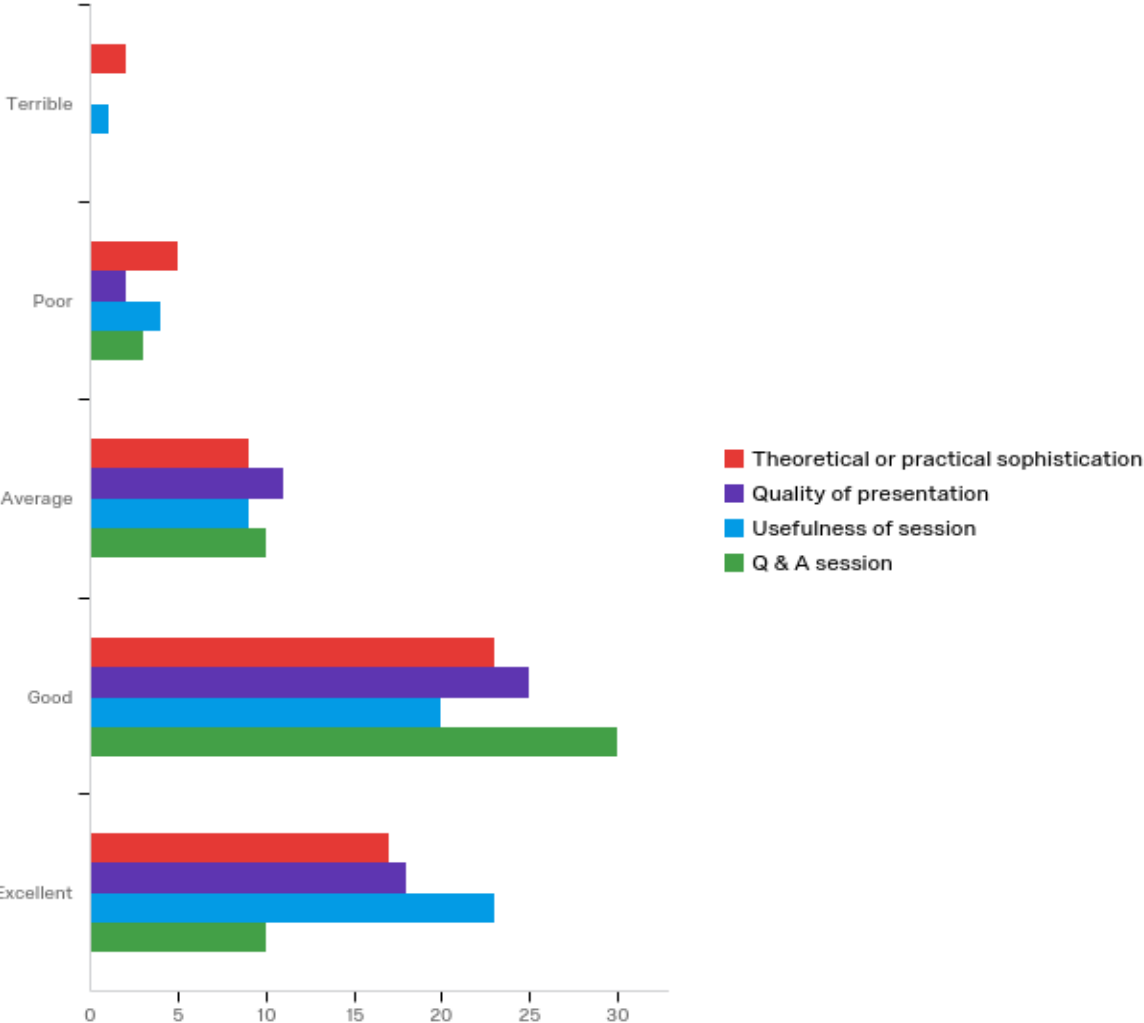
#	Question	Terrible		Poor		Average		Good		Excellent		Total
1	Theoretical or practical sophistication	0.00%	0	2.38%	2	9.52%	8	45.24%	38	42.86%	36	84
2	Quality of presentation	0.00%	0	1.19%	1	5.95%	5	33.33%	28	59.52%	50	84
3	Usefulness of session	1.19%	1	0.00%	0	11.90%	10	41.67%	35	45.24%	38	84
4	Q & A session	0.00%	0	2.50%	2	18.75%	15	51.25%	41	27.50%	22	80

Thursday 9 February – Professor Brian King



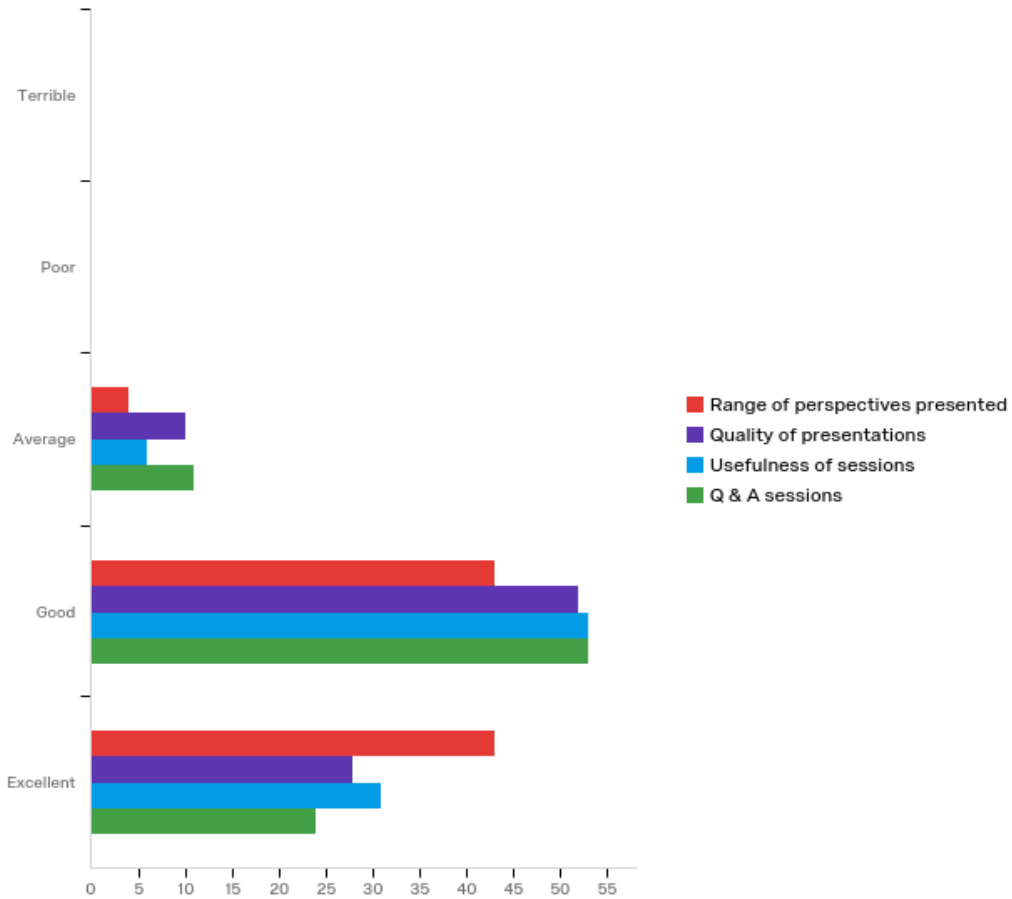
#	Question	Terrible		Poor		Average		Good		Excellent		Total
		%	Count	%	Count	%	Count	%	Count	%	Count	
1	Theoretical or practical sophistication	0.00%	0	2.82%	2	7.04%	5	49.30%	35	40.85%	29	71
2	Quality of presentation	0.00%	0	0.00%	0	5.63%	4	32.39%	23	61.97%	44	71
3	Usefulness of session	1.41%	1	2.82%	2	12.68%	9	40.85%	29	42.25%	30	71
4	Q & A session	0.00%	0	2.94%	2	16.18%	11	47.06%	32	33.82%	23	68

Friday 10 February – Ms Lesley Immink



#	Question	Terrible		Poor		Average		Good		Excellent		Total
1	Theoretical or practical sophistication	3.57%	2	8.93%	5	16.07%	9	41.07%	23	30.36%	17	56
2	Quality of presentation	0.00%	0	3.57%	2	19.64%	11	44.64%	25	32.14%	18	56
3	Usefulness of session	1.75%	1	7.02%	4	15.79%	9	35.09%	20	40.35%	23	57
4	Q & A session	0.00%	0	5.66%	3	18.87%	10	56.60%	30	18.87%	10	53

7.3 Concurrent sessions



#	Question	Terrible		Poor		Average		Good		Excellent		Total
1	Range of perspectives presented	0%	0	0%	0	4.44%	4	47.78%	43	47.78%	43	90
2	Quality of presentations	0%	0	0%	0	11.11%	10	57.78%	52	31.11%	28	90
3	Usefulness of sessions	0%	0	0%	0	6.67%	6	58.89%	53	34.44%	31	90
4	Q & A sessions	0%	0	0%	0	12.50%	11	60.23%	53	27.27%	24	88

7.4 Venues, catering and social activities

Venues, catering and social events were dominant themes in response to the best aspects of the conference. Satisfaction was very high, especially for the gala dinner and awards ceremony. The music during the Welcome Reception was considered a little too loud by some delegates. This was rather tricky to manage as the musicians were performing live. Our suggestion is to either exclude music from future welcome receptions or to control the levels of noise (e.g. by playing recorded rather than live music).

7.5 Best aspects of the conference

An open ended question asked respondents to state what they thought was the best aspect of CAUTHE 2017. The responses were grouped into relevant themes which are displayed below. Overwhelmingly, respondents indicated that the opportunities for networking were the best aspect of CAUTHE 2017. In addition, delegates also considered the variety and quality of papers presented to be good. Some delegates also thought that the organisation of the conference by the conference committee was excellent, and that the venue (including the St David theatre complex and Dunedin) was their favourite part of the conference. Interestingly, some delegates also highly valued the informal and friendly atmosphere at CAUTHE.

Best aspect of CAUTHE 2017	No. of responses
Networking opportunities (Meeting other academics, attendance of world-renowned scholars, chance for PhDs to meet each other and academics)	52
Concurrent sessions (variety and quality of papers presented)	30
Organisation of conference (Performance of organising committee)	12
Venue (Uni of Otago campus and the city of Dunedin)	11
Keynote speakers	8
Friendly atmosphere	5
Informal atmosphere	4
PhD workshop	4
SIG meetings	4
Gala dinner	3
Food	2
Social events (informal drinks, art gallery welcome)	2
Fun atmosphere	1
Great debate	1
Registration fees value for money	1
Weather (sunny days)	1

7.6 Areas for future improvement

While the survey data suggests CAUTHE 2017 was a success, nonetheless there are areas to be improved. Delegates were also asked an open-ended question to about how future CAUTHE conferences can improve. The main area for improvement related to the conference structure such as the amount of concurrent sessions (too many sessions). This is hard to control considering CAUTHE does not put a cap on the number of papers to be accepted. Other common areas for improvement raised are improving the quality of food, requests for more pre- and post-conference trips, and lowering registration fees.

Areas for improvement	No. of responses
Conference structure (too many sessions, non-paper sessions on final day)	18
Improve food quality and variety	9
More social event organisation (e.g. pre/post-conference tours)	9
Art gallery live music too loud	7
Registration fees too high	6
Venue (far from accommodation, distance between rooms)	5
Poor quality of presentations	4
Networking opportunities limited	1
More industry participation	1
Unclear who registered for PhD workshop	1
Gender balance (white male dominated)	1
More varied awards at the gala dinner	1

8. MEDIA AND COMMUNICATIONS

CAUTHE 2017 was officially covered by journalist Ms Bridget O'Connell of *Tourism Ticker* - a new daily digital news/insight service for the tourism sector in New Zealand. The magazine was conveniently launched just prior to the CAUTHE 2017 conference. Three articles were published in *Tourism Ticker* between 8-10 February as a result of this collaboration. Additionally, the conference was covered by the local newspaper *Otago Daily Times* and Dunedin's television channel, *Channel 39* on 10 February. An article in tourism industry magazine *Inside Tourism* was also published shortly after the event.

In terms of building awareness prior to CAUTHE 2017, a postcard was developed prior to the conference, which was distributed by the Organising Committee during Sydney's 2016 CAUTHE conference. The calls for papers and all other promotion were distributed via Trinet and other academic listservs in tourism, hospitality, events and leisure, on the CAUTHE and CAUTHE 2017 websites, and via the CAUTHE listserv and newsletters. Additionally, the conference was promoted in CAUTHE kindred associations' newsletters - ANZALS and SMAANZ.

Otago's Web Services helped develop the CAUTHE 2017 website, and this was regularly maintained and updated by Otago's administrative assistant Pip Lennon, to disseminate key information about the conference right up until the event. Social media for CAUTHE 2017 was managed predominantly through the existing CAUTHE Facebook page and the Department of Tourism Otago's Facebook page. Pip Lennon, Penny Jose from CAUTHE and Otago's PhD student Ismail Shaheer managed social media posts both pre-conference and during conference. CAUTHE's 2017 official photographer provided excellent photographs to capture the event and social activities. The photographs were posted on CAUTHE's Facebook page following the event, generating many positive comments.

9. SUMMARY

In summary, we believe that the 2017 CAUTHE Conference was very successful, as shown by the feedback surveys and the relatively high number of delegates. The highlights included the Welcome Reception, the Great Debate and the Gala Dinner. One suggestion for future conferences is to ensure keynotes are carefully chosen – they need to be well known to the CAUTHE community and be able to attract international delegates. We were very pleased with our selection of international keynotes from Asia and North America as we believe they managed to attract delegates to Otago from outside of Australia and New Zealand. We would also suggest ensuring that there is more variety and healthier options in relation to catering. While quality of catering was deemed high, there were instances where delegates wanted more choice.

On behalf of the CAUTHE 2017 team, we would like to thank CAUTHE Executive, especially Penny Jose and Judith Mair for the tremendous work that they did before, during, and after the conference. Dr Craig Lee and Dr Julia Albrecht deserve special recognition as the Chairs of the Scientific Committee, as well as Dr Willem Coetzee for his contribution to the PhD/ECR workshop. Special thanks go to our sponsors, publishers Taylor and Francis, Elsevier, CABI and a hotel data provider, STR. We would also like to thank the University of Otago for providing the facilities for the conference.

Best wishes to the University of Newcastle, Australia for the 2018 CAUTHE Conference

Report prepared by:

Names: Dr Sebastian Filep, Dr Craig Lee, Ms Trudi McLaren (members of CAUTHE 2017 team)

Date: 08 June 2017