

CAUTHE 2019 Conference Report



Date: 11-14 February, 2019
Location: Cairns, Queensland, Australia
Hosted by: CQUniversity
Website: <https://www.cqu.edu.au/about-us/structure/schools/bl/cauthe-2019>

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1. CONFERENCE OVERVIEW

1.1 Background and overview

The 2019 CAUTHE Conference was hosted by Central Queensland University and held for the first time in Cairns. The conference bid was prepared by Dr Kylie Radel and Dr Wendy Hillman. Due to illness Dr Radel had to withdraw from her position as Conference Chair in December 2018. The Dean of the School of Business and Law, CQU directed Professor Bruce Prideaux to take over the position of Conference Chair soon after.

In preparing the conference bid, the organising committee developed a program that showcased the destination. To this end conference events were arranged to celebrate the destination's Indigenous culture (Tjapukai Cultural Centre) and outdoors life style (Wharf 1 café and poolside welcome reception). The venue selected for the conference was one of Cairns' original 5 star hotels, the Cairns Pullman International. The hotel has an excellent reputation for hosting conferences and we believe that it lived up to this reputation for the 2019 CAUTHE Conference. Three local tourism industry leaders participated in the conference as speakers providing delegates with observations of the state of tourism in the Cairns region.

While we realised that hosting the conference in Cairns during the wet season posed an element of risk from adverse weather we believe that the opportunity for delegates to visit a well-known national and international destination was in part responsible for the overall success of the conference.

The keynote speakers were well received. The address by Ms Pip Close, CEO of Tropical Tourism North Queensland was of particular interest and numerous requests were made for copies of her talk. Keynote addresses by Professor Dimitrios Buhalis and Professor Regina Scheyvens well attended and received favorable comments from delegates. Talks by local tourism figures Mr Mark Evans of Paronella Park and Mr Russell Boswell of Savanah Guides were also well received by delegates. Professor Perry Hobson's panel session on fake journals provided insights into the publishing scams that have emerged in recent years.

The program followed the structure of previous conferences although several new features were introduced. We invited local industry to participate in a workshop on social media hosted by Professor Dimitrios Buhalis. While the number of attendees was less than expected, participants commented that it was a useful activity. The talks presented by local tourism figures Mr Mark Evans of Paronella Park and Mr Russell Boswell of Savanah Guides were designed to develop a dialogue between academia and industry. Both activities were successful and should be considered by future conference organizing committees. The conference committee also hosted a very successful post conference seminar on scuba diving onboard a local reef boat, *Passions of Paradise*. Twenty delegates attended this workshop.

Overall attendance was pleasing with 238 delegates (including volunteers). In developing the original bid three attendance scenarios were developed, a low scenario (factoring in a weather event such as a cyclone), an average scenario (based on an average of the preceding four conferences) and a high scenario. The attendance level fell within the parameters of the average scenario which from the perspective of the organising committee was very pleasing. The exceptionally wet period experienced in north Queensland prior to the conference did result in several withdrawals but overall had relatively little impact.

One issue that should be considered by future conference committees is submission of papers by authors who apparently had no intention of registering and who appeared to see the review process as a way of 'trialing' their paper before later submission to a journal. A large number of papers were also received from research higher degree students who were hoping to gain a conference bursary and who withdrew once they became aware they had not been successful. It is difficult to see how either of these practices can be eliminated.

A professional conference organiser was not engaged by the original conference convener. This caused a number of problems with registrations, programing and conference administration. We strongly recommend that future conference committees engage a professional conference organiser to assist with the running of the conference.

1.2 Conference Program

MONDAY 11 FEBRUARY: PhD/ECR WORKSHOP	
8.00am	Workshop registration & coffee
8.45am – 5.30pm	Bill Faulkner Annual PhD/ECR Workshops
4.00pm – 6.00pm	Conference Registration
6.00pm	Networking function at Wharf One Café

TUESDAY 12 FEBRUARY: CONFERENCE (DAY 1)	
8.00am	Registration Opens, Welcome Coffee
8.45am	Welcome and Opening Ceremony
9.30am	Keynote 1 - <i>Ms Pip Close, CEO, Tourism Tropical North Queensland</i>
10.30am	Morning Tea
11.00am	Concurrent Paper Session 1
12.00pm	Lunch
1.00pm	Concurrent Paper Session 2
2.00pm	Concurrent Paper Session 3
3.30pm	Afternoon Tea
4.00pm	CAUTHE Annual General Meeting
5.30pm	CAUTHE Chapter Directors' Meeting
6.00pm	Welcome Reception at Pool Deck, Pullman Cairns International

WEDNESDAY 13 FEBRUARY: CONFERENCE (DAY 2)	
7.15am	CAUTHE Chapter Directors' Breakfast
8.00am	Registration Opens, Welcome Coffee
9.00am	Keynote 2 - <i>Professor Dimitrios Buhalis</i>
10.00	Morning Tea
10.30am	Concurrent Paper Session 4
11.30am	Concurrent Paper Session 5
12.30pm	Lunch and Poster Presentation Session
1.30pm	Concurrent Paper Session 6
2.30pm	Concurrent Paper Session 7
3.30pm	Afternoon Tea
4.00pm	Discussion Panel - <i>Professor Perry Hobson</i> Meet the Academics (tourism industry session) – <i>Professor Dimitrios Buhalis</i>
5.00pm	Special Interest Group Meetings at Pullman Cairns International (breakout rooms)
6.00pm	Free night / Special Interest Group Dinner Meetings

THURSDAY 14 FEBRUARY: CONFERENCE (DAY 3)	
8.00am	Registration Opens, Welcome Coffee
9.00am	Keynote 3 - <i>Professor Regina Scheyvens</i>
10.00am	Keynote 4 - <i>Mr Russell Boswell and Mr Mark Evans</i>
10.45am	Morning Tea
11.15am	Concurrent Session 8
12.15pm	Concurrent Session 9
1.15pm	Lunch
2.00pm	CAUTHE Great Debate
3.30pm	Conference Close and Handover
4.00pm	Afternoon Tea
6.00pm	Conference Gala Dinner 'Simply Red' at Tjapukai Dance Theatre

2. CONFERENCE COMMITTEE

Conference Chair/Convener	Professor Bruce Prideaux (from December 2018) Dr Kylie Radel (until December 2018)
Academic Paper Chair	Dr Anja Pabel
Conference Committee Members	Dr Michelle Thompson, Dr Anja Pabel, Dr Wendy Hillman, Dr Elena Konovalov, Dr Kylie Radel
Ideas Factory / Poster Presentation Chair	Professor Thomas Bauer
Sponsorship Chair	Dr Michelle Thompson
Student Volunteer Coordinator	Dr Michelle Thompson
Student Volunteers	Rhane Casillano, Terry Cummins, Joann Schmider, Sarah Jane Warne, Jacobus Vorster, Leah Stevenson
Volunteers	Dr Leonie Cassidy, Dr Ann Mitsis
Professional Conference Organiser	A professional conference organiser was not appointed
Conference Secretariat	Lorraine Stephens
Sponsors	Silver: Centre for Tourism and Regional Opportunities, CQU Cairns Regional Council Corporate: Elsevier, CABI, Channel View Publications, Goodfellow Publishers, Dive Queensland, Tourism Tropical North Queensland

3. DELEGATE PROFILE

3.1 Delegates by registration type

Registration Type	Earlybird	Standard	Total
Full registration			
• Non-member	55	20	75
• CAUTHE member	47	15	62
Student			
• Non-member	16	19	35
• CAUTHE member	15	9	24
One-day registration			
• Non-member	6	12	18
• CAUTHE member	2	2	4
PhD/ECR workshop only	0	2	2
MCA workshop only	-	-	-
Complimentary / Exhibitor / Volunteer		20	20
<i>Other</i>			
		TOTAL	238

3.2 Delegate place of origin

Origin	n	%
Australia	140	64.2
New Zealand	22	10.1
International	56	25.7
TOTAL	218	100%

3.3 Social function attendance

Programmed Social Function	Delegates	Guests	Total
Networking function	140	-	140
Welcome reception	178	12	190
Conference dinner	173	27	200
Bus transfers	-	18	18

4. PAPER AND ABSTRACT REVIEW PROCESS

4.1 Paper and abstract reviewers

SCIENTIFIC COMMITTEE

Chair of Scientific Committee of CAUTHE 2019: Dr Anja Pabel

Scientific team leaders/track chairs included:

Track	Track chair
Tourism and the Creative Industries	Professor Sue Beeton
Remote Area Tourism	Professor Dean Carson
Critical Approaches in Tourism, Hospitality and Events	Professor Philip Pearce
Other topic not related to any themes	Professor Bruce Prideaux
ICT, Disruptive technologies and future emerging technologies	Professor Marianna Sigala
Advancing Learning & Teaching in Tourism, Hospitality and Events in a digital age	Associate Professor Pierre Benckendorff
Wellness, Well-being and Quality of Life	Associate Professor Sebastian Filep
Events	Associate Professor Leonie Lockstone-Binney
Sustainability of Tourism, Hospitality & Events in an Age of Digital Disruption	Associate Professor Brent Moyle
Events	Associate Professor Martin Robertson
Indigenous & Cultural Tourism	Associate Professor Lisa Ruhanen
Work & Employment in the digital age in Tourism, Hospitality & Events	Associate Professor David Solnet
Risk, Crisis & Recovery	Dr David Beirman
Enhancing tourism sustainability	Dr Anja Pabel
Tourism and Food	Dr Michelle Thompson

List of paper and abstract reviewers [and institutions]:

First name	Last name	Institution
Manisha	Agarwal	James Cook University Australia
Ann Suwaree	Ashton	National Institute of Development Administration
Janine	Ashwell	Le Cordon Bleu
Elisa	Backer	Federation University Australia
Tom	Baum	University of Strathclyde
Meredith	Beardmore	Melbourne Polytechnic
Sue	Beeton	William Angliss
David	Beirman	University of Technology-Sydney
Pierre	Benckendorff	The University of Queensland
Stefanie	Benjamin	University of Tennessee
Leonie	Bowles	The University of Queensland
Matt	Brenner	The University of Queensland
Dimitrios	Buhalis	Bournemouth University
Jacques	Bulchand-Gidumal	University of Las Palmas de Gran Canaria
Antonia	Canosa	Southern Cross University
Robert Charles	Capistrano	De La Salle University

Neil	Carr	University of Otago
Dean	Carson	Umeå University
Doris	Carson	Department of Geography & Economic History, Umeå University
Leonie	Cassidy	CTRO
Jane	Chen	James Cook University
Willem	Coetzee	University of Otago
Alexandra	Coghlan	Griffith University
Glen	Croy	Monash University
Maya	Damayanti	Diponegoro University
Margaret	Deery	University of Surrey
Adam	Doering	Center of Tourism Research, Wakayama University
Michelle	Duffy	University of Newcastle
Larry	Dwyer	The University of New South Wales
Deborah	Edwards	University of Technology, Sydney
Trinidad	Espinosa Abascal	Victoria University
Sebastian	Filep	University of Otago
Joanna	Fountain	Lincoln University
Elsbeth	Frew	La Trobe University
Warwick	Frost	La Trobe University
Edmund	Goh	Edith Cowan University
Maria	Golubovskaya	The University of Queensland
Ulrike	Gretzel	University of Southern California
Yetta	Gurtner	James Cook University
Arghavan	Hadinejad	Griffith University
Murat	Hancer	University of Central Florida
Candice	Harris	Auckland University of Technology
Sharon	Hebdon	Holmesglen Institute
Peita	Hillman	Southern Cross University
Wendy	Hillman	Central Queensland University
Andrew	Hodgetts	CQUniversity
Afiya	Holder	The University of Queensland
Kirsten	Holmes	Curtin University
Dan	Huang	Griffin University
Karen	Hughes	The University of Queensland
Michael	Hughes	Murdoch University
Stanislav	Ivanov	International University College
Shahida	Khanom	Griffith University
Elena	Konovalov	Central Queensland University
Jennifer	Laing	La Trobe University
Matthew	Lamont	Southern Cross University
Dung	Le	Griffith University
Truc	Le	Griffith University
Andy	Lee	The University of Queensland
Derrick	Lee	Singapore Institute of Management
Sunny	Lee	University of South Australia
Yang	Liu	Griffith University
Leonie	Lockstone-Binney	William Angliss Institute
Kellie	Lumsden	International College of Hotel Management
Michael	Lück	Auckland University of Technology
Stephanie	Macht	CQUniversity
Judith	Mair	The University of Queensland
Antje	Martins	University of Queensland - UQ Business School
Bob	McKercher	The Hong Kong Polytechnic University

Madelene	McWha	William Angliss Institute
Ann	Mitsis	CQUniversity
Brent	Moyle	University of the Sunshine Coast
Char-Lee	Moyle	Queensland University of Technology
Iris	Nguyen	International College of Hotel Management
Faith	Ong	William Angliss Institute
Anja	Pabel	Central Queensland University
Jenny	Panchal	James Cook University - Singapore
Philip	Pearce	James Cook University
Kelly Virginia	Phelan	The University of Queensland
Marlene	Pratt	Griffith University
Catherine	Prentice	Griffith University
Bruce	Prideaux	CQUniversity
Kylie	Radel	Central Queensland University
Valeriya	Radomskaya	James Cook University
Ina	Reichenberger	Victoria University of Wellington
Martin	Robertson	Edinburgh Napier University
Richard	Robinson	The University of Queensland
Sean	Ruane	Shannon College of Hotel Management
Lisa	Ruhanen	The University of Queensland
Vikki	Schaffer	University of the Sunshine Coast
Pascal	Scherrer	Southern Cross University
Johanna	Schliephack	Griffith University
Noel	Scott	Griffith University
Marianna	Sigala	University of South Australia
Marianna	Sigala	University of the Aegean
Liubov	Skavronskaya	University of the Sunshine Coast
Jennie	Small	University of Technology, Sydney
Karen	Smith	Victoria University of Wellington
Bojana	Spasojevic	Griffith University
Ya Yen	Sun	The University of Queensland
Aaron	Tham	University of the Sunshine Coast
Michelle	Thompson	Central Queensland University
Denis	Tolkach	The Hong Kong Polytechnic University
Sulistyo B.	Utomo	Griffith University
Michael	Volgger	Curtin University
Oskaras	Vorobjovas-Pinta	University of Tasmania
Erica	Wilson	Southern Cross University
Elisabeth	Wilson-Evered	Victoria University
Caroline	Winter	William Angliss Institute
Yun	Yong	The University of Queensland
Ryan	Yung	Griffith University
Samira	Zare	James Cook University, Australia
Rui	Zhang	Griffith Institution for Tourism
Thomas	Zhu	Griffith University

4.2 Refereeing process

EasyChair made the reviewing process reasonably straight forward, i.e. allocating papers to track chairs and entering new reviewers. However, the collating of an entire proceedings document seemed impossible in EasyChair. Instead, all accepted submissions were downloaded and converted from PDF to Word documents to compile/edit/format the entire conference proceedings.

Future CAUTHE conference conveners should ask for papers to be submitted as Microsoft Word (not PDF documents). This should save a substantial amount of time because individual documents do not have to be converted from PDF to Word.

4.3 Key Dates

Early bird submissions: N/A

Closing date for working papers / abstracts:

Paper submissions open: 1 March 2018

Full Research Paper submissions close: 15 October 2018

Working Paper submissions close: 1 November 2018

Notification of acceptance: An average of three weeks after submission.

5. PAPERS AND PRESENTATIONS

5.1 Paper and presentation session key features

A total of 8 concurrent sessions was held and 14 posters were presented. The session covered a broad range of topics:

Concurrent Paper Session 1

- Interpretation and education
- Critical approaches focusing on culture
- Indigenous and cultural tourism I
- Pedagogical issues
- Destination development perspectives
- Managing risks perceptions and reputation

Concurrent Paper Session 2

- Visitor satisfaction in an age of disruption
- Contemporary hospitality issues
- Entrepreneurial perspectives in tourism
- New approaches to educating tomorrow's tourism managers
- Special interest tourism I

Concurrent Paper Session 3

- Food marketing and management I
- Service and destination recovery
- Consumer behaviour in the digital age
- The sharing economy
- Sustainability online
- Enhancing tourism management I

Concurrent Paper Session 4

- Hotel workforce issues
- Destination aspects of well-being
- Early career employability
- Special interest tourism II
- Issues in applied learning

Concurrent Paper Session 5

- Digital disruption
- Enhancing tourism management II
- Popular hallmark events
- Management implications of the digital economy
- Indigenous and cultural tourism II

Concurrent Paper Session 6

- Chinese tourists' experiences
- Emerging tourism trends
- Critical learning and teaching approaches
- Contemporary issues in tourism I
- Tourism development and management in Africa
- Emotions and psychology in ICT

Concurrent Paper Session 7

- Tourism research directions
- Dark tourism
- Creative industries
- Wining and dining in context
- Contemporary issues in tourism II
- Well-being of tourists and communities

Concurrent Session 8

- Regional and remote area tourism
- Perspectives of well-being
- Food marketing and management II
- Marine tourism
- Events
- Perceptions of belonging

5.2 Paper and presentation summary

Item	Number
Keynote presentations	4
Panel presentations	1
Total papers submitted	182
Papers withdrawn by author	15
Papers rejected	6
Papers presented	
Working papers	58
Full Papers	38
Abstract only	60
Posters / visual presentations	14
Oral presentations	139

There were 209 papers submitted through the EasyChair system. However, it should be noted that several authors submitted the same paper twice or even three times through multiple separate submissions.

The information provided in EasyChair's "Status Tab" indicates that decisions were made on 182 papers.

6. FINANCIAL SUMMARY

The financial reporting is in AU\$.

6.1 Registration fees

Registration Type	Fees	
	Earlybird	Standard
Full registration		
• Non-member	1010.00	1110.00
• CAUTHE member	890.00	990.00
Student		
• Non-member	500.00	560.00
• CAUTHE member	440.00	500.00
One-day registration		
• Non-member	340.00	380.00
• CAUTHE member	300.00	340.00
PhD/ECR workshop		
• With conference	n/a	50.00
• Workshop only	n/a	100.00
Other – Additional tickets		
• Welcome Reception	n/a	80.00
• Gala Dinner	n/a	140.00
• Bus transfers (Gala)	n/a	40.00

6.2 Conference income and expenditure

Income		
Conference registrations, additional dinners, workshops etc		101,784.13
Sponsorship		12,100.00
	Total Income	113,884.13
Expenditure		
Professional Conference Organiser (full/part)		-
Venue		65,000.00
Other direct costs		34,905.15
CAUTHE naming fees		3,500.00
	Total Expenditure	103,405.15
	Grand Total	\$10,478.98

6.3 Sponsorship income: tables, inserts and exhibitions

Organisation	Satchel insert	Exhibition booth	Morning/ Afternoon Tea	Total
Centre for Tourism and Regional Opportunities, CQU (Platinum)			X	7,5000
Cairns Regional Council (Silver)			X	1,200
Elsevier	X	X		400
CABI	X	X		1,000
Channel View Publications	X	X		1,000
Goodfellow Publishers	X	X		1,000
Dive Queensland (Lanyards)	X			0
TOTAL				\$12,100

7. DELEGATE FEEDBACK

7.1 Pre-conference

Question 6 in Appendix 1 outlines survey respondents views on eight pre-conference factors. The overall score for the eight factors was 4 indicating a relatively high level of satisfaction but with room for improvement. The factor 'reply to conference enquiries' received a score of 4.2 while efficiently of registration was scored at 4.15. Factors that received a score below 4 included ease of access to pre-conference information, website, the time taken for the review process and the overall quality of reviews.

The results indicate that more attention needs to be given to website design and the review process. One problem faced by the conference committee was that the design and operation of the website was controlled by the host University. The conference committee used the Easychair paper system that did cause some problems for both authors and reviewers.

7.2 Plenary sessions

Four Plenary sessions were held. Delegates were asked to rate each speaker over four assessment categories (theoretical or practical sophistication, quality of presentation, usefulness of session and Q&A) using a 5 point Likert scale.

The first keynote speaker Ms Pip Close, CEO of Tropical Tourism North Queensland averaged above 4 over the assessment categories. The second keynote speaker was Professor Dimitrios Buhalis of Bournemouth University UK. Feedback averaged over the four assessment categories was 3.7. The third keynote presentation was given by Professor Regina Scheyvens of Massey University New Zealand. Feedback over the four assessment categories averaged 4.4. The fourth Plenary session featured two local tourism identities, Mr Russell Boswell of Savannah Guides and Mr Mark Evans of Paronella Park. The score for this session on the four assessment categories was 4.3. See Figures 6 to 10 in Appendix 1.

7.3 Concurrent sessions

Survey results on four items (range of perspectives presented, quality of presentations, usefulness of sessions, audio visual support) related to concurrent sessions received an overall score of 4. The highest ranked item was the range of perspectives (4.2).

7.4 Venues, Catering and Social Activities

Three venues were used for social functions/gatherings during the conference. Delegates were asked for their views on four assessment categories for each venue (entertainment, quality of food & beverage, venue and staff service quality).

The Monday night networking function was held at Wharf 1. Feedback over the four assessment categories averaged 4.1.

The Tuesday night welcome reception was held poolside at the Pullman International. Feedback over the four assessment categories averaged 4.2.

The conference dinner was held at Tjapukai Cultural Park. Feedback over the four assessment categories was 4.6.

8. MEDIA AND COMMUNICATIONS

The CQU media liaison group issued a media release about the conference just prior to the conference commencement but apart from an enquiry from ABC radio it failed to gain traction from local media. During the conference 10 posts on Twitter and Facebook were made using the hashtag #CAUTHE2019. Type of mentions included keynote presentations; delegates interacting; book launch; engagement with industry and the post conference tour to the Great Barrier Reef via *Passions of Paradise*.

9. SUMMARY

The CAUTHE survey sent to delegates after the conference provides a useful summary of delegates' views about the conference. Overall, the conference received a score of 4.3 (see question 18 Appendix 1) which indicates a high overall level of satisfaction. The survey items that received the highest rankings were opportunities for networking (4.5) and efficient on-site dealing with enquiries (4.4). These results were pleasing and indicated that the strategies adopted by the conference committee were effective. Past conference experience indicated that delegates are usually keen to network and appreciate prompt and effective responses to onsite enquiries. The excellent ratings for the venues selected and the food and beverage packages offered indicate that delegates appreciated the opportunity to socialize beyond the confines of the conference venue.

The conference committee considered that the best aspects of the conference were the opportunities for networking provided by the venues we used and the selection of the Tjapukai Cultural Park for the conference dinner. The dinner was the highlight of the conference and provided delegates with both entertainment and a cultural experience. We also consider that the inclusion of local industry representatives was a strength and provide an avenue for academia-industry cross fertilization.

Delegates were also asked to rate the conference on the basis of value for money. The score for this item was 3.69, a level consistent with past CAUTHE conferences and a topic that has been debated for many years. While there was some concern about value for money, the otherwise high scores for venues and other aspects of the conference indicate that delegates were generally very satisfied with their conference experience. Reducing the cost of registration would lead to a reduction in the overall quality of the experience and one can assume generate a lower score for value for money. By way of comparison, the three-day TTRA International Conference held in Melbourne in July 2019 was about 70% more expensive and featured only one outside venue.

Comments by survey respondents about the conference website reflect the lack of control the conference committee had over the design and operation of the university hosted website. One alternative for the CAUTHE organization to host the conference website in the future rather than relying on host universities. This may be a practical solution in circumstances where there are more than one hosting universities.

The failure to appoint a professional conference organiser created a number of problems for the conference committee particularly in the two months leading up the conference. Future conference committees should consider appointing a professional conference organiser.

One disappointment for the conference committee was the running of only one post-conference activity instead of the several originally advertised. The activity that did proceed, a diving seminar on a local reef dive boat, was very successful. The need to guarantee minimum numbers well prior to the conference for the other activities we hoped to run became an insurmountable barrier and these tours were not offered. It might be preferable for future conference committees to suggest specific tours and possibly provide participants with a narrative on topical issues related to the places visited.

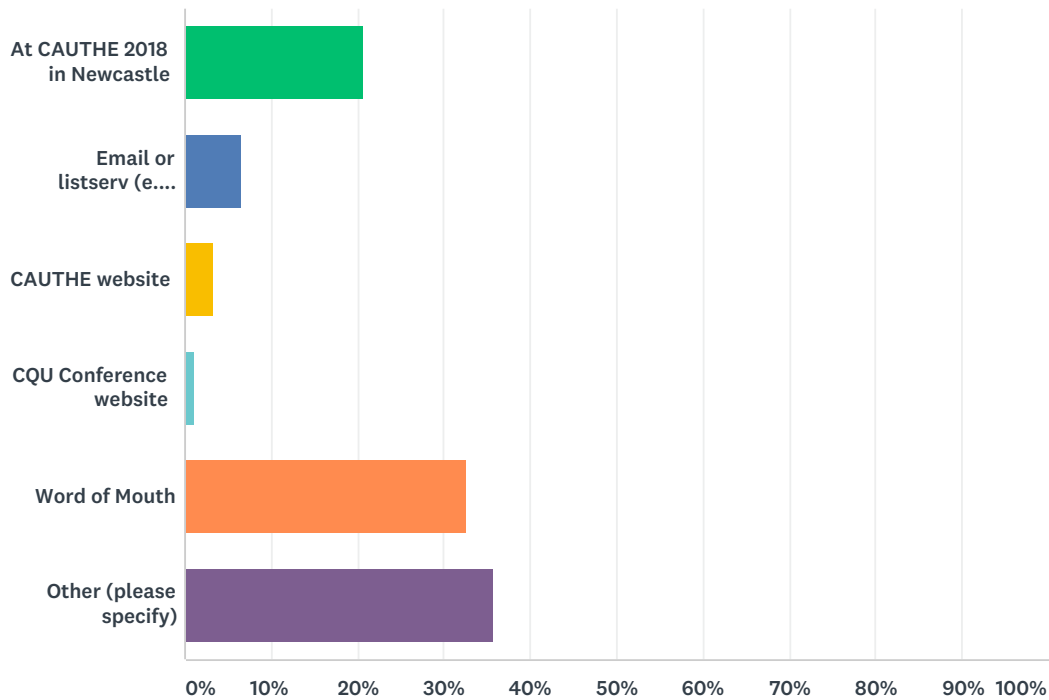
Report prepared by:

Name: Bruce Prideaux, Michelle Thompson and Anja Pabel
Position: Conference Chair
Date: 7 July 2019


Appendix 1: Conference Evaluation Survey

Q1 What inspired you to attend the CAUTHE 2019 conference?

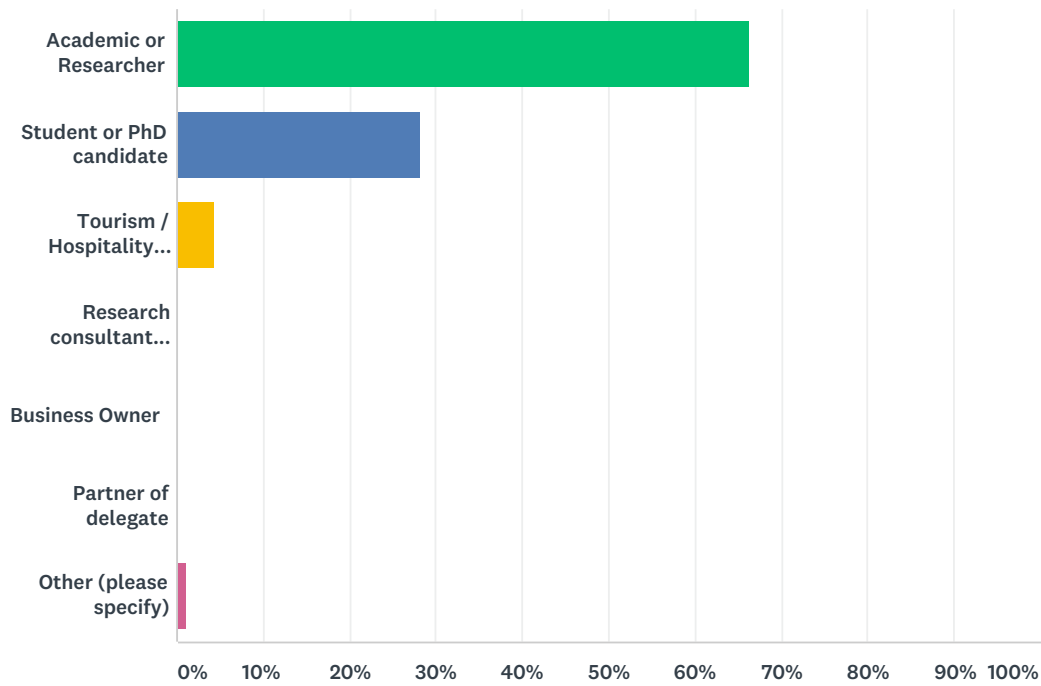
Answered: 92 Skipped: 0



ANSWER CHOICES	RESPONSES	
At CAUTHE 2018 in Newcastle	20.65%	19
Email or listserv (e.g. TRINET)	6.52%	6
CAUTHE website	3.26%	3
CQU Conference website	1.09%	1
Word of Mouth	32.61%	30
Other (please specify)	35.87%	33
TOTAL		92

Q2 As a CAUTHE delegate, are you attending principally as a/an: 
 (please tick one answer only)

Answered: 92 Skipped: 0



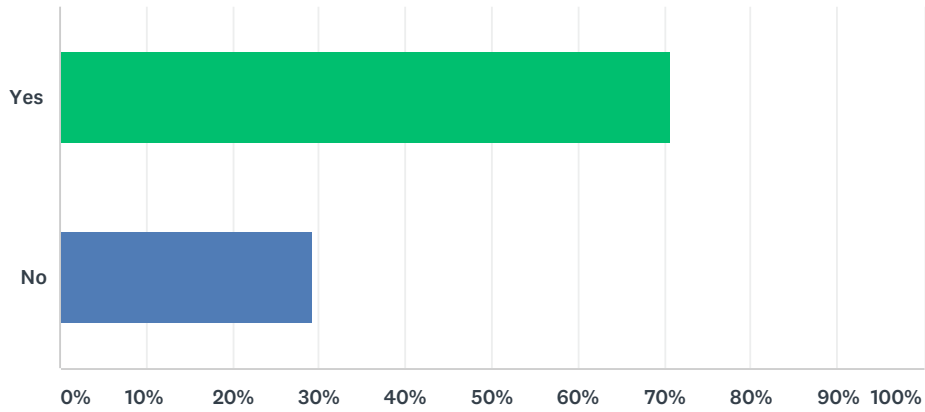
ANSWER CHOICES	RESPONSES	
Academic or Researcher	66.30%	61
Student or PhD candidate	28.26%	26
Tourism / Hospitality professional	4.35%	4
Research consultant	0.00%	0
Business Owner	0.00%	0
Partner of delegate	0.00%	0
Other (please specify)	1.09%	1
TOTAL		92

Q3 How many previous CAUTHE conferences have you attended?

Answered: 92 Skipped: 0

Q4 Are you a member of the CAUTHE organisation?

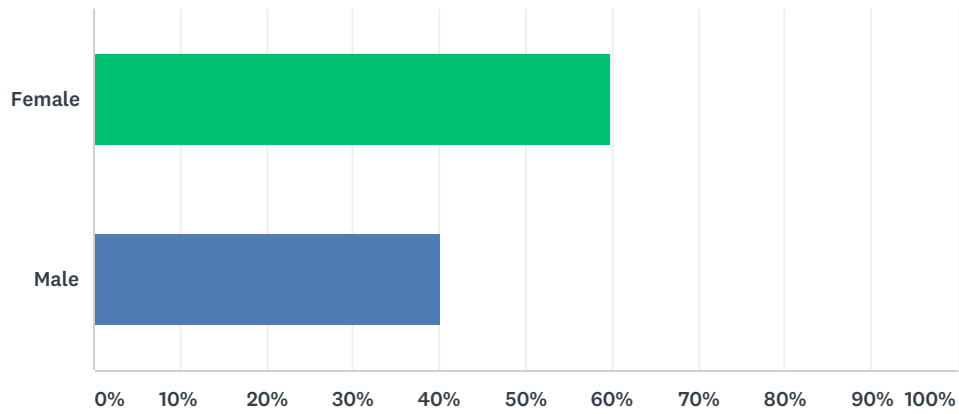
Answered: 92 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	70.65%	65
No	29.35%	27
TOTAL		92

Q5 Are you?

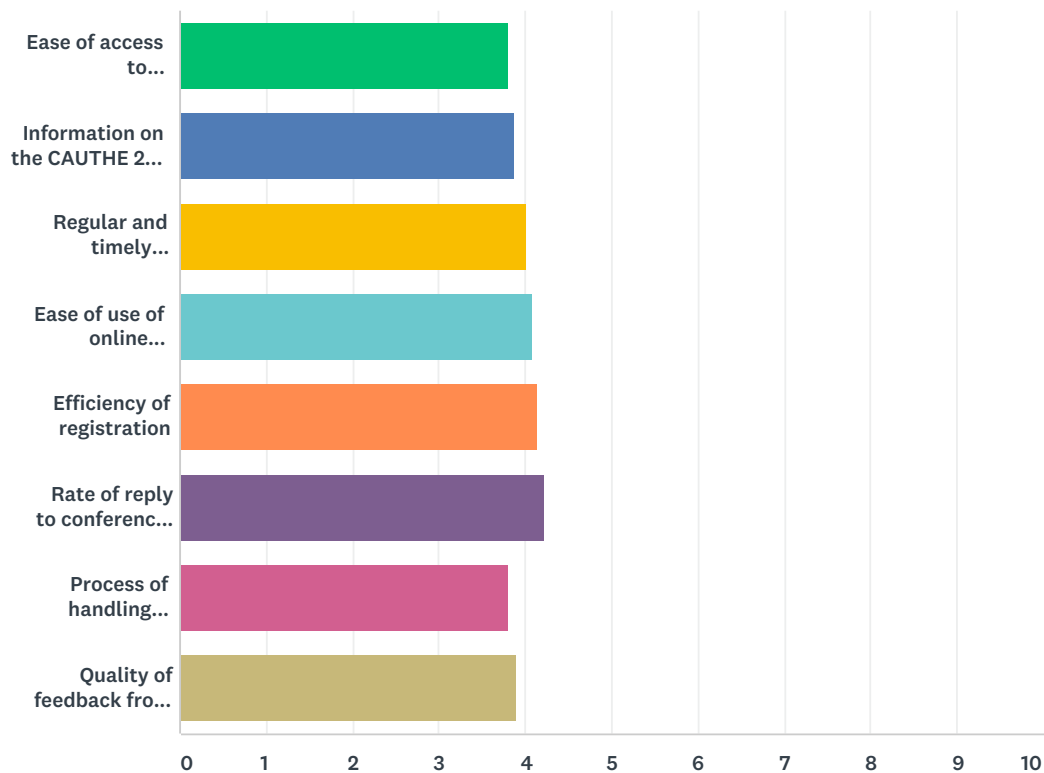
Answered: 92 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	59.78%	55
Male	40.22%	37
TOTAL		92

Q6 PRE-CONFERENCE

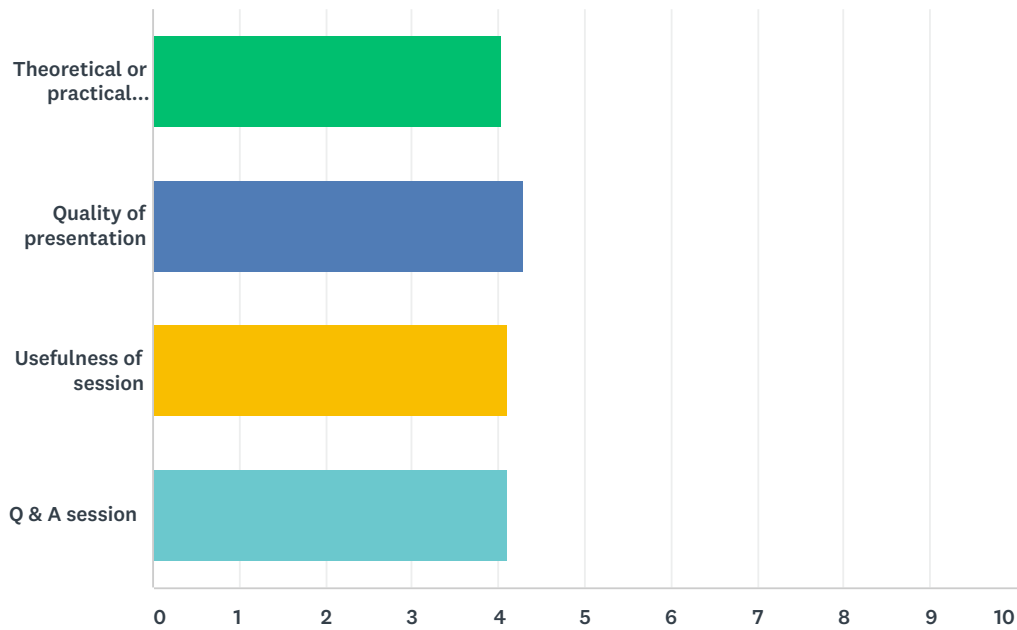
Answered: 89 Skipped: 3



	VERY POOR	POOR	FAIR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Ease of access to pre-conference information	1.12% 1	5.62% 5	29.21% 26	40.45% 36	23.60% 21	0.00% 0	89	3.80
Information on the CAUTHE 2019 conference website	1.12% 1	4.49% 4	22.47% 20	50.56% 45	21.35% 19	0.00% 0	89	3.87
Regular and timely conference promotion	1.12% 1	2.25% 2	19.10% 17	47.19% 42	29.21% 26	1.12% 1	89	4.02
Ease of use of online registration form	1.12% 1	2.25% 2	19.10% 17	41.57% 37	33.71% 30	2.25% 2	89	4.07
Efficiency of registration	1.12% 1	3.37% 3	12.36% 11	44.94% 40	37.08% 33	1.12% 1	89	4.15
Rate of reply to conference enquiries	1.12% 1	3.37% 3	7.87% 7	37.08% 33	37.08% 33	13.48% 12	89	4.22
Process of handling refereed and working papers	6.74% 6	5.62% 5	15.73% 14	24.72% 22	30.34% 27	16.85% 15	89	3.80
Quality of feedback from referees	2.25% 2	6.74% 6	14.61% 13	29.21% 26	26.97% 24	20.22% 18	89	3.90

Q7 KEYNOTE SPEAKER 1 - Ms Pip Close CEO, Tourism & Travel North Queensland: Tuesday 12th February

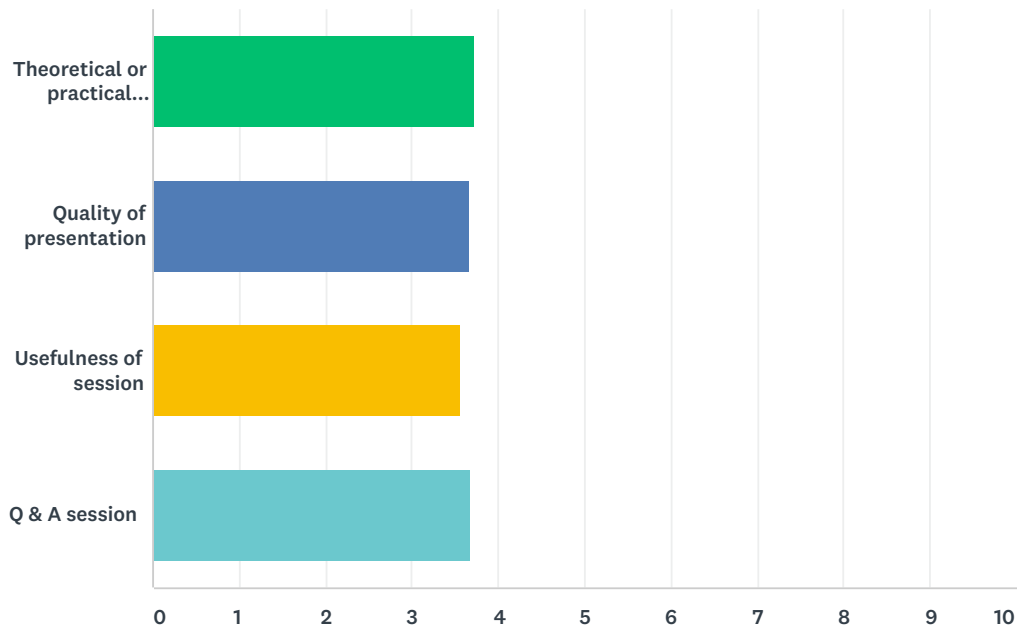
Answered: 89 Skipped: 3



	VERY POOR	POOR	FAIR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Theoretical or practical sophistication	0.00% 0	3.37% 3	20.22% 18	31.46% 28	30.34% 27	14.61% 13	89	4.04
Quality of presentation	0.00% 0	0.00% 0	10.11% 9	41.57% 37	35.96% 32	12.36% 11	89	4.29
Usefulness of session	0.00% 0	5.62% 5	8.99% 8	43.82% 39	29.21% 26	12.36% 11	89	4.10
Q & A session	1.12% 1	1.12% 1	14.61% 13	39.33% 35	28.09% 25	15.73% 14	89	4.09

Q8 KEYNOTE SPEAKER 2: Prof Dimitrios Buhalis, Bournemouth University, UK - Wednesday 13th February

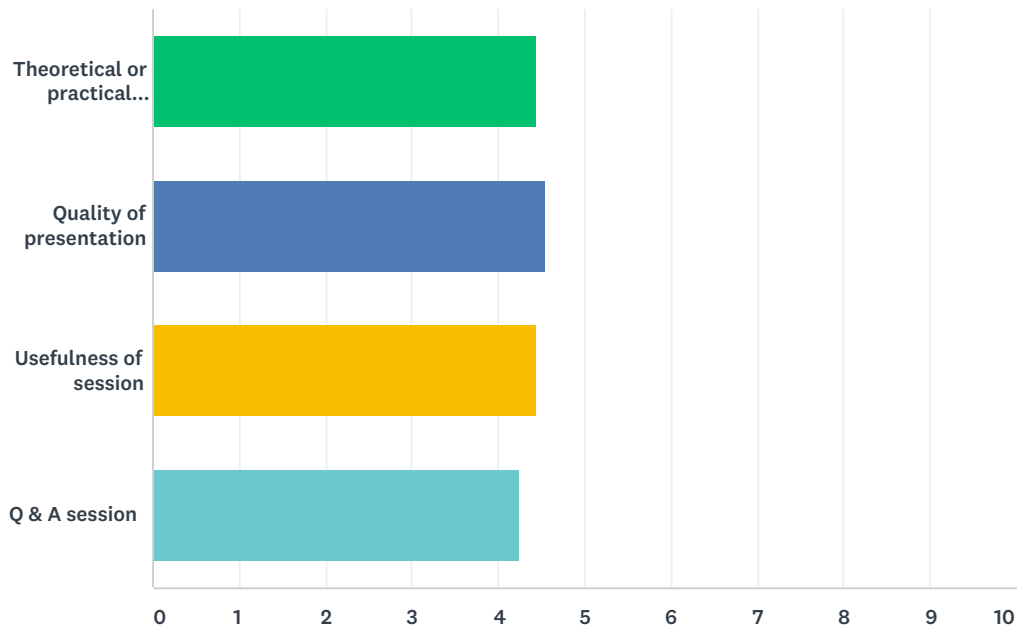
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	VERY POOR	POOR	FAIR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Theoretical or practical sophistication	5.62% 5	4.49% 4	20.22% 18	19.10% 17	25.84% 23	24.72% 22	89	3.73
Quality of presentation	5.62% 5	6.74% 6	17.98% 16	22.47% 20	22.47% 20	24.72% 22	89	3.66
Usefulness of session	5.62% 5	10.11% 9	20.22% 18	15.73% 14	23.60% 21	24.72% 22	89	3.55
Q & A session	5.62% 5	3.37% 3	13.48% 12	16.85% 15	19.10% 17	41.57% 37	89	3.69

Q9 KEYNOTE SPEAKER 3: Prof Regina Scheyvens, Massey University, NZ - Thursday 14th February

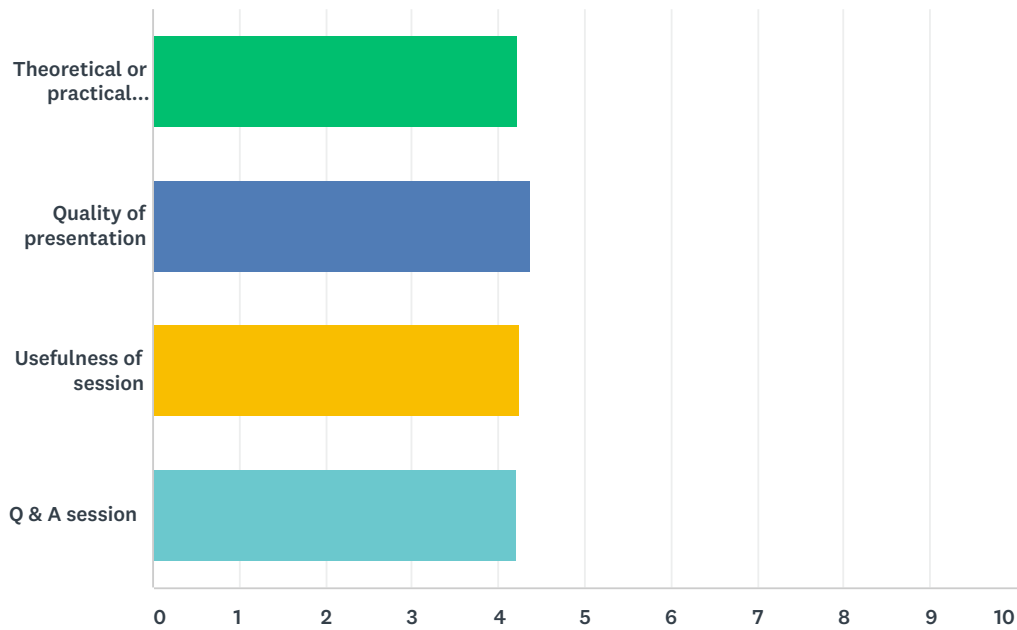
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	VERY POOR	POOR	FAIR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Theoretical or practical sophistication	1.12% 1	1.12% 1	2.25% 2	26.97% 24	39.33% 35	29.21% 26	89	4.44
Quality of presentation	0.00% 0	1.12% 1	2.25% 2	24.72% 22	42.70% 38	29.21% 26	89	4.54
Usefulness of session	1.12% 1	1.12% 1	3.37% 3	25.84% 23	39.33% 35	29.21% 26	89	4.43
Q & A session	2.25% 2	1.12% 1	4.49% 4	20.22% 18	26.97% 24	44.94% 40	89	4.24

Q10 KEYNOTE SPEAKER 4: Mr Russell Boswell - Thursday 14th February

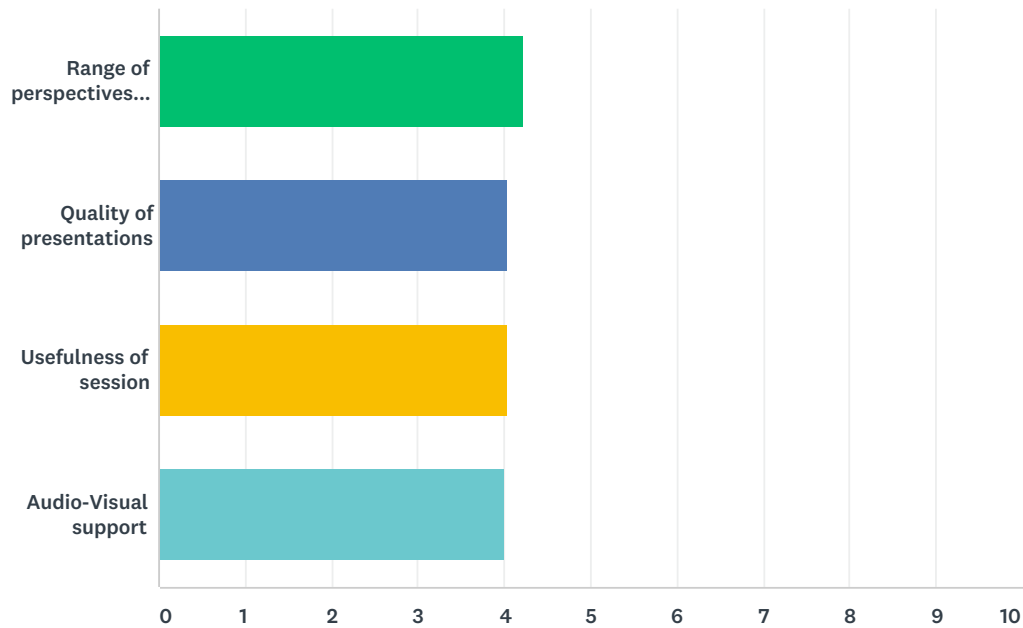
Answered: 89 Skipped: 3



	VERY POOR	POOR	FAIR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Theoretical or practical sophistication	0.00% 0	0.00% 0	11.24% 10	32.58% 29	26.97% 24	29.21% 26	89	4.22
Quality of presentation	0.00% 0	0.00% 0	6.74% 6	31.46% 28	33.71% 30	28.09% 25	89	4.38
Usefulness of session	0.00% 0	0.00% 0	11.24% 10	31.46% 28	29.21% 26	28.09% 25	89	4.25
Q & A session	1.12% 1	0.00% 0	8.99% 8	32.58% 29	25.84% 23	31.46% 28	89	4.20

Q11 CONCURRENT SESSIONS

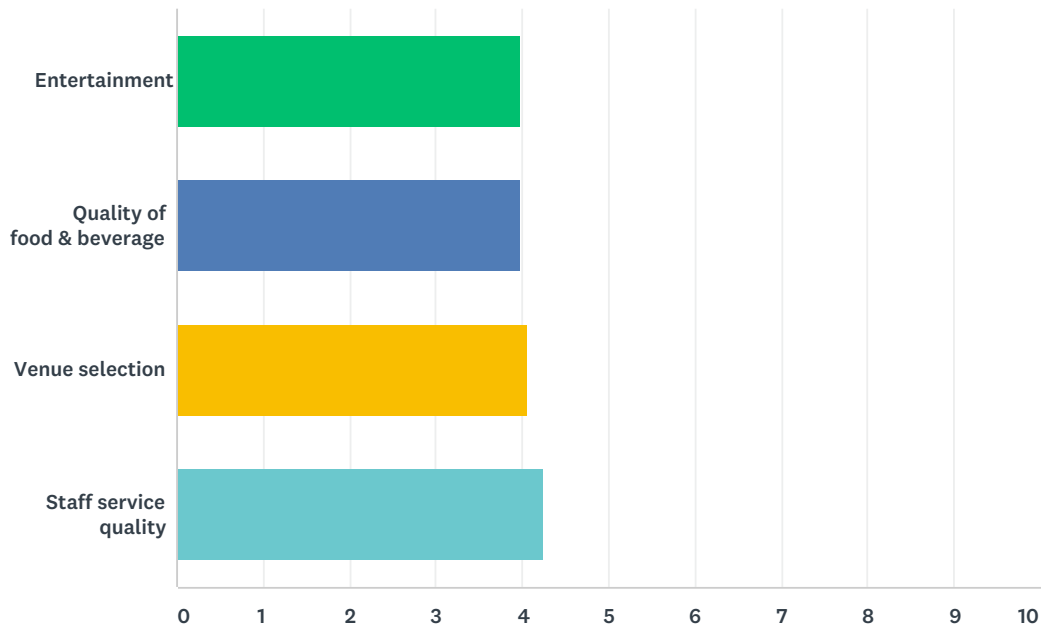
Answered: 89 Skipped: 3



	VERY POOR	POOR	FAIR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Range of perspectives presented	0.00% 0	0.00% 0	15.73% 14	46.07% 41	38.20% 34	0.00% 0	89	4.22
Quality of presentations	0.00% 0	2.25% 2	13.48% 12	62.92% 56	21.35% 19	0.00% 0	89	4.03
Usefulness of session	1.12% 1	2.25% 2	14.61% 13	55.06% 49	26.97% 24	0.00% 0	89	4.04
Audio-Visual support	2.25% 2	3.37% 3	17.98% 16	44.94% 40	31.46% 28	0.00% 0	89	4.00

Q12 Informal Function at Wharf One Cafe – Monday 11th February

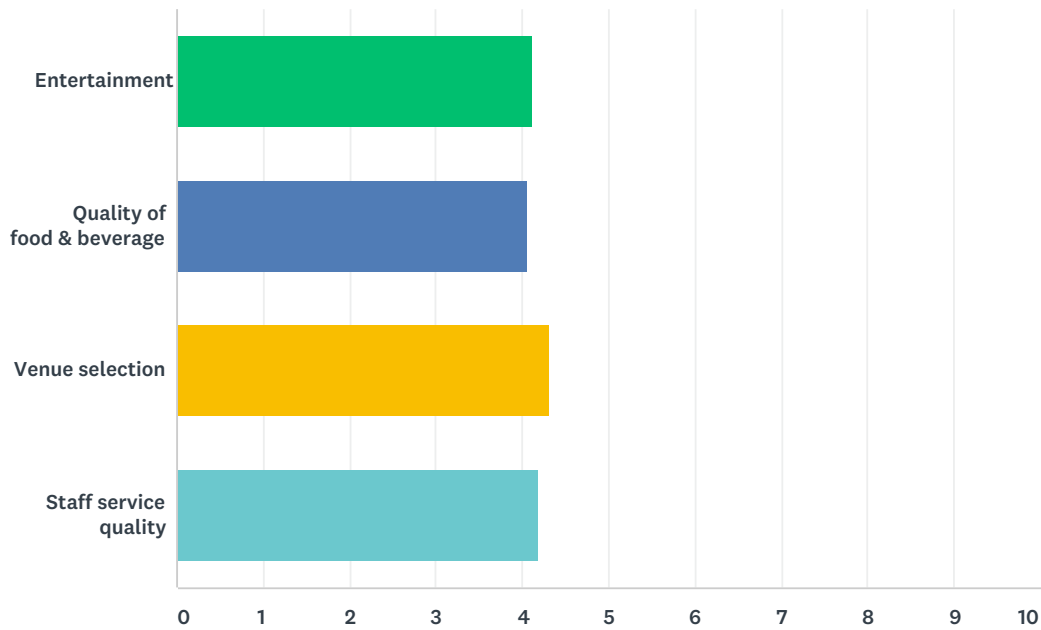
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	VERY POOR	POOR	FAIR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Entertainment	0.00% 0	3.49% 3	13.95% 12	24.42% 21	19.77% 17	38.37% 33	86	3.98
Quality of food & beverage	2.33% 2	2.33% 2	16.28% 14	29.07% 25	26.74% 23	23.26% 20	86	3.98
Venue selection	3.49% 3	5.81% 5	6.98% 6	26.74% 23	33.72% 29	23.26% 20	86	4.06
Staff service quality	0.00% 0	4.65% 4	5.81% 5	32.56% 28	33.72% 29	23.26% 20	86	4.24

Q13 Welcome Reception on Pool Deck at Pullman Cairns International Daintree – Tuesday 12th February

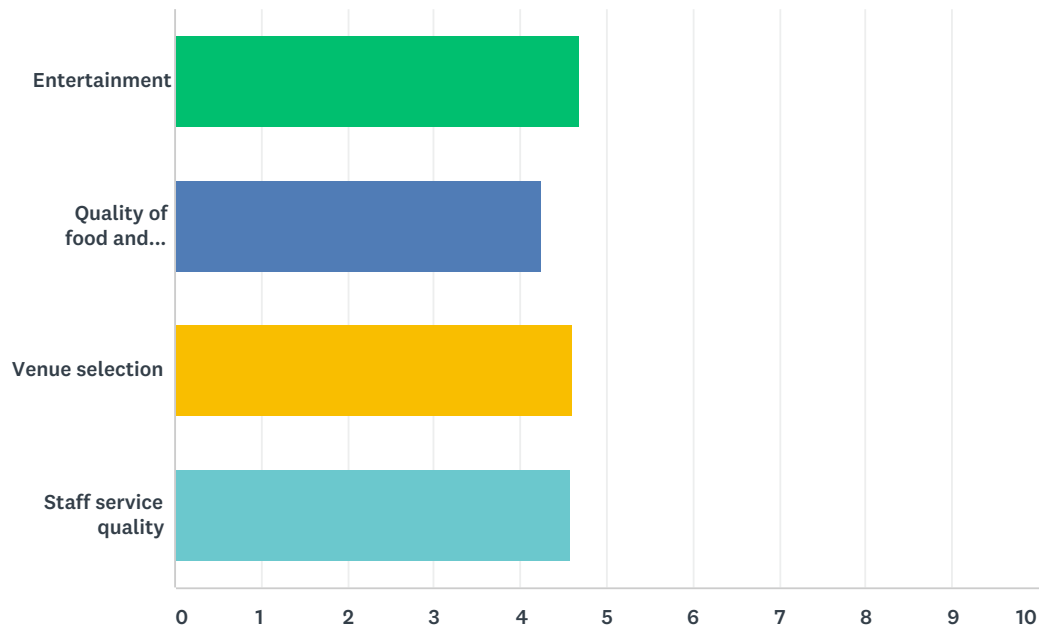
Answered: 86 Skipped: 6



	VERY POOR	POOR	FAIR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Entertainment	1.16% 1	2.33% 2	11.63% 10	25.58% 22	27.91% 24	31.40% 27	86	4.12
Quality of food & beverage	1.16% 1	4.65% 4	12.79% 11	41.86% 36	30.23% 26	9.30% 8	86	4.05
Venue selection	2.33% 2	0.00% 0	6.98% 6	39.53% 34	43.02% 37	8.14% 7	86	4.32
Staff service quality	1.16% 1	3.49% 3	12.79% 11	34.88% 30	39.53% 34	8.14% 7	86	4.18

Q14 Gala Dinner at Tjapukai Aboriginal Cultural Park – Thursday 14th February

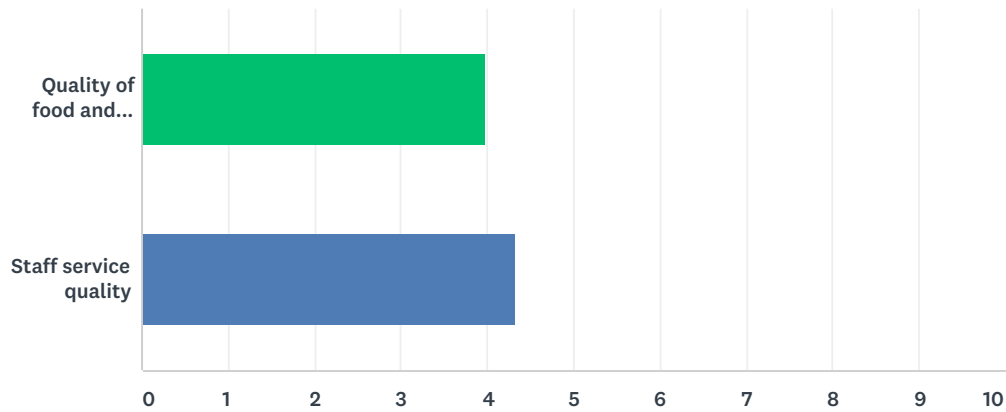
Answered: 86 Skipped: 6



	VERY POOR	POOR	FAIR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Entertainment	1.16% 1	1.16% 1	2.33% 2	12.79% 11	65.12% 56	17.44% 15	86	4.69
Quality of food and beverage	1.16% 1	1.16% 1	13.95% 12	26.74% 23	39.53% 34	17.44% 15	86	4.24
Venue selection	1.16% 1	1.16% 1	3.49% 3	17.44% 15	59.30% 51	17.44% 15	86	4.61
Staff service quality	0.00% 0	0.00% 0	6.98% 6	20.93% 18	54.65% 47	17.44% 15	86	4.58

Q15 Morning Tea / Lunch / Afternoon Tea

Answered: 86 Skipped: 6



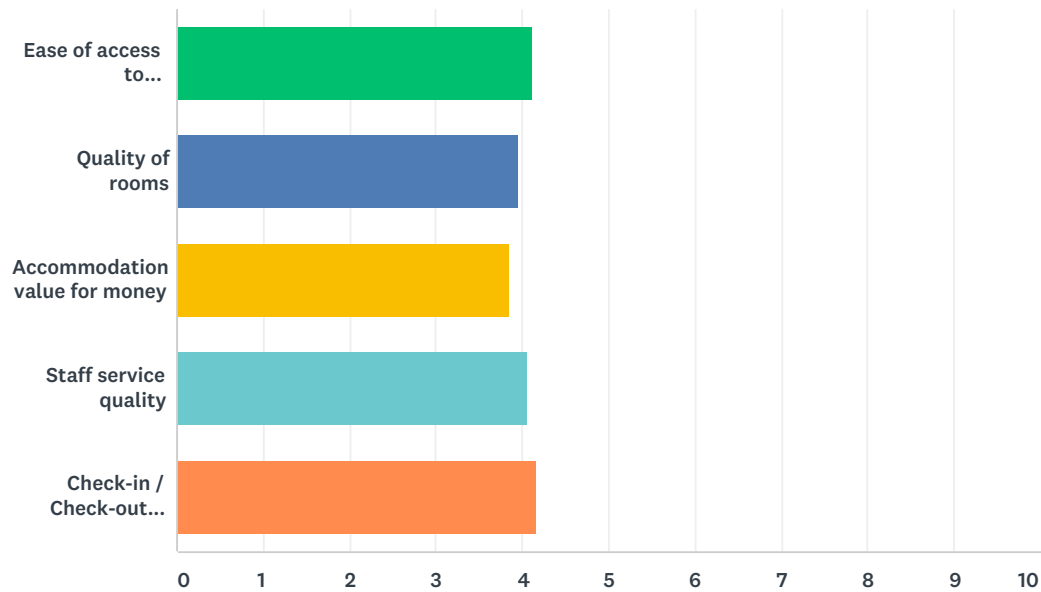
	VERY POOR	POOR	FAIR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Quality of food and beverage	3.49% 3	4.65% 4	16.28% 14	41.86% 36	33.72% 29	0.00% 0	86	3.98
Staff service quality	1.16% 1	0.00% 0	9.30% 8	41.86% 36	44.19% 38	3.49% 3	86	4.33

Q16 Where did you stay?

Answered: 86 Skipped: 6

Q17 Please rate your opinion of the quality of your hotel accommodation

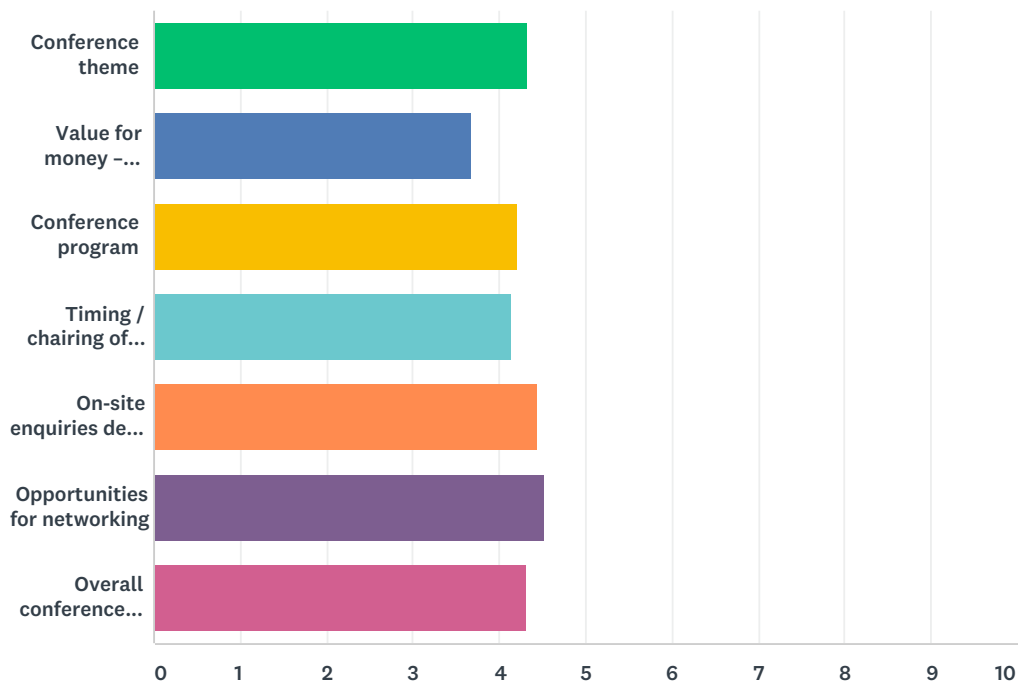
Answered: 86 Skipped: 6



	VERY POOR	POOR	FAIR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Ease of access to pre-conference accommodation information	1.16% 1	2.33% 2	13.95% 12	34.88% 30	32.56% 28	15.12% 13	86	4.12
Quality of rooms	1.16% 1	2.33% 2	22.09% 19	39.53% 34	25.58% 22	9.30% 8	86	3.95
Accommodation value for money	2.33% 2	4.65% 4	19.77% 17	41.86% 36	22.09% 19	9.30% 8	86	3.85
Staff service quality	2.33% 2	2.33% 2	18.60% 16	29.07% 25	34.88% 30	12.79% 11	86	4.05
Check-in / Check-out procedures	1.16% 1	4.65% 4	10.47% 9	34.88% 30	38.37% 33	10.47% 9	86	4.17

Q18 Please indicate your overall experience of CAUTHE 2019

Answered: 84 Skipped: 8



	VERY POOR	POOR	FAIR	GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Conference theme	0.00% 0	1.19% 1	4.76% 4	53.57% 45	40.48% 34	0.00% 0	84	4.33
Value for money – registration fee	4.76% 4	5.95% 5	28.57% 24	36.90% 31	23.81% 20	0.00% 0	84	3.69
Conference program	1.19% 1	1.19% 1	5.95% 5	58.33% 49	33.33% 28	0.00% 0	84	4.21
Timing / chairing of sessions	1.19% 1	0.00% 0	16.67% 14	47.62% 40	34.52% 29	0.00% 0	84	4.14
On-site enquiries dealt with efficiently	0.00% 0	2.38% 2	3.57% 3	36.90% 31	46.43% 39	10.71% 9	84	4.43
Opportunities for networking	1.19% 1	0.00% 0	7.14% 6	28.57% 24	63.10% 53	0.00% 0	84	4.52
Overall conference operation	1.19% 1	1.19% 1	5.95% 5	47.62% 40	44.05% 37	0.00% 0	84	4.32

Q19 Thinking about CAUTHE 2019 overall, what were the BEST aspects?

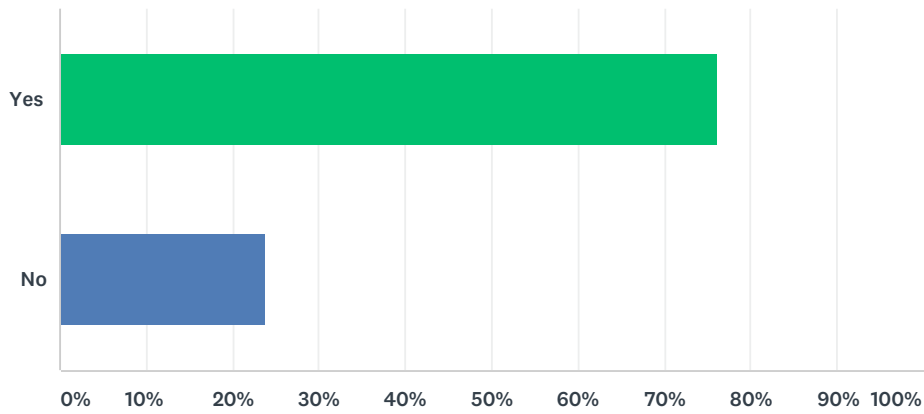
Answered: 84 Skipped: 8

Q20 Can you suggest any areas of the conference that could have been improved?

Answered: 84 Skipped: 8

Q21 Do you plan to attend the CAUTHE 2020 Conference in Auckland?

Answered: 84 Skipped: 8



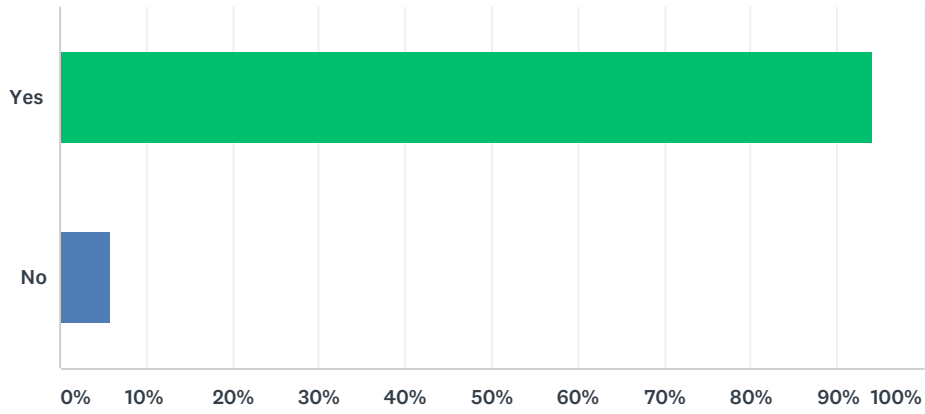
ANSWER CHOICES	RESPONSES	
Yes	76.19%	64
No	23.81%	20
TOTAL		84

Q22 What would potentially prevent you from attending?

Answered: 84 Skipped: 8

Q23 Will you encourage others to come?

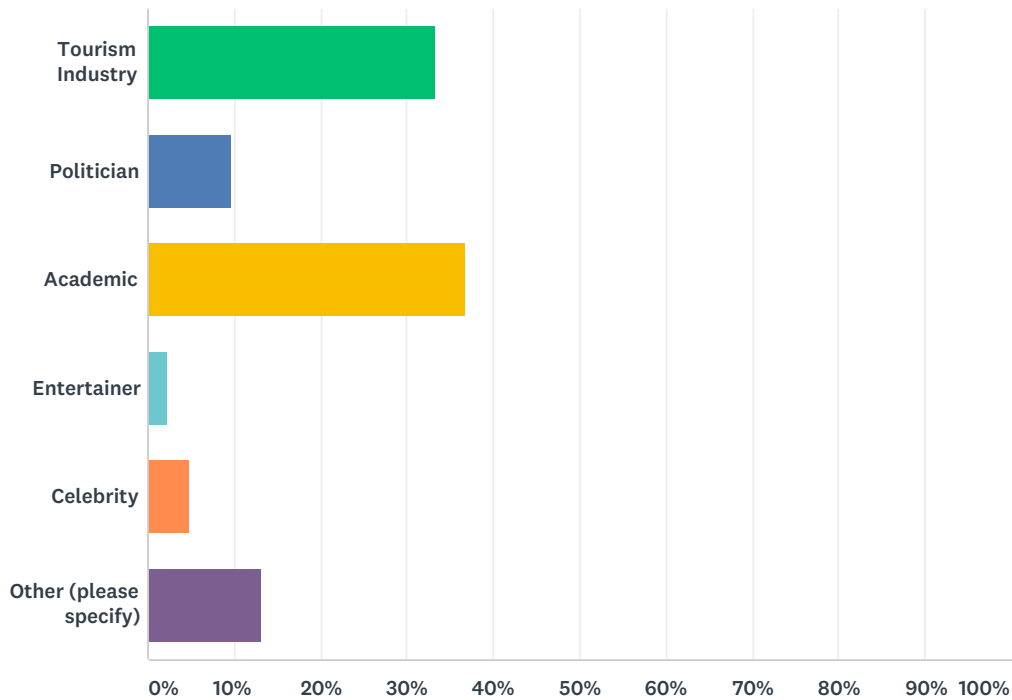
Answered: 84 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	94.05%	79
No	5.95%	5
TOTAL		84

Q24 What sort of speaker would you prefer as the Keynote?

Answered: 84 Skipped: 8



ANSWER CHOICES	RESPONSES	
Tourism Industry	33.33%	28
Politician	9.52%	8
Academic	36.90%	31
Entertainer	2.38%	2
Celebrity	4.76%	4
Other (please specify)	13.10%	11
TOTAL		84