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ABSTRACTS

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BUSINESS

ABSTRACTS

ROLE OF VIRTUAL LEARNING PORTALS IN POSTGRADUATE STUDENTS' EMPLOYABILITY AND LEADERSHIP IN THE MODERN AUSTRALIAN BUSINESS ENVIRONMENT

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Abstract

In today's fast-paced modern business environment, higher education providers are trying to understand how they can better equip potential leaders with communication and leadership skills paramount for today's workforce that would in turn support in the growth of its workplace. For this, some have developed, implemented and utilised different tools, techniques and facilities. This research aims to gain a deep and thorough understanding of how 'Virtual Learning Portals' can enhance Torrens University's postgraduate students' employability, effective decisions making and organisational growth once they graduate. Overall, it is essential to understand how the utilisation of such virtual learning portals can cultivate communication skills, teach leadership traits, enhance employability, improve effective decision making and facilitate organisational growth. To achieve this, firstly, we must have an understanding of the impact of virtual learning portals (e. g. OneCampus and Toastmasters International) gains significance. Once, an in-depth knowledge of OneCampus and Toastmasters International's effect on postgraduates' leadership and communication skills is gained; then, the graduates' perceptions on leadership and communication skills' influence on their employability and effective decisions making will be studied. The results of this research can help us to evaluate whether such virtual learning portals can enhance our graduates' organisational growth or not. It further can support in modifying OneCampus if deemed necessary so that the overall employability of Torrens University postgraduates and organisational growth can be increased.

Keywords: Virtual Learning Portals, Communication, Leadership, Employability, Effective Decision Making, Organisational Growth.

ENVIRONMENTAL DISCLOSURE PRACTICES OF SAUDI COMPANIES ACCORDING TO THE NEW GRI STANDARDS

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Abstract

Saudi Arabia's Presidency of Meteorology and Environment (PME)'s environmental plan to protect Saudi's health and natural resources advised Saudi listed companies to follow international benchmark standards for environmental reporting. GRI 2016 is the new standards to measure the environmental reporting disclosure. This study used GRI 2016 standards to measure environmental disclosure practices of Saudi Energy and Material companies listed on Tadawul in 2018. The result shows that environmental compliance (26%) is the most disclose information in the annual report and sustainability report in Saudi Companies, follows by emission (20.6%), material (16.7%) and energy (15.7%). The least disclose information is related to biodiversity and efficient and waste. The findings of this research will provide insights and the extent on the environmental issues disclosure and reporting of the Energy and Material public companies listed in the Saudi Stock Exchange (Tadawul) in accordance with GRI standards. This research will also serve as a determining tool for potential ethical investors who are considering investing in the Saudi market to make the decision about their investments.

Keywords: Environmental Disclosure, GRI 2016, Saudi Arabia.

INVESTIGATING SOCIAL STRUCTURE OF CAREER RESEARCH USING BIBLIOMETRIC ANALYSIS

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Abstract

Considering the fact that collaborative teams and clusters of closely linked researchers play a key role in the creation and dissemination of scientific knowledge and the advancement of scientific disciplines, it is important to understand how networks of individuals and institutions have evolved within and between countries in the career field. We aim to identify the evolution of the collaboration networks for four decades among career researchers via employing co-authorship analysis. Specifically, we seek to answer the following research questions: (i) who are the most productive researchers in career field? (ii) what is the social structure of the career discipline (iii) do co-authorship networks enhance scientific productivity and impact of career scholars in terms of number of papers published?

Keywords: Career, Co-authorship Analysis, Scientific Collaboration, Career Outputs.

MILLENNIALS AND JOB-HOPPING: REVERSING THE PARADIGM

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Abstract

Over the past years, the job market has shifted in which job-hopping becomes a common trend, especially among the millennials. Even though the millennials plan to work at the companies for at least a year, however, they strongly agree that they are open to new opportunities and ready to hop at any time. A career progression, higher salary, better cultural fit and opportunity to work with multiple sectors are the rationale behind their hop. In fact, the millennials do not see themselves as the job-hoppers, “continuous candidate” is the exact term that they prefer the market to call them. However, the employers have less favored and feel anxiety about this job-hopping trend. They see the job-hoppers as a risky investment. As there is no assurance about their continuity, after months of training and countless investment in human capitals. Therefore, this research focuses on which working benefits do millennials value the most and what motivate them to continue to work hard in an organization. With 236 survey respondents among international students, who currently do job hunting, the result shows training and development, cash bonuses, and retirement, pension fund and loan are the top three working benefits that the millennials are looking for. Whereas free childcare and free lunch, snack and beverage are the least important working benefits. The result of multiple regression also shows good and fun working environment and opportunity for personal and professional growth have the strongest correlations with millennials work related motivation. The overall finding helps to understand the millennial behaviors and how to recruit, retain and develop them for the organizational and personal best.

Keywords: Human Resource Management, Job-Hopping, Motivation, Working Benefits.

AN EMPIRICAL INVESTIGATION ON THE EFFECT OF WORKPLACE OSTRACISM ON WORKPLACE DEVIANT BEHAVIOR: A MODERATED-MEDIATION MODEL INCLUDING EMOTIONAL INTELLIGENCE, ORGANIZATIONAL CONFLICT AND KNOWLEDGE SHARING BEHAVIOR

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Abstract

Workplace ostracism and work place deviant behavior have emerged as a significant organizational concern. Our study empirically investigated the effect of workplace ostracism on workplace deviant behavior under mediating conditions of knowledge sharing behavior and organizational conflict. In addition, our study also analyzed the moderating effect of emotional intelligence in our proposed model. Primary data through adapted questionnaire was gathered in order to test our hypothesized relationships. A total of 300 questionnaires were distributed to the knowledge workers serving in public sector universities in Pakistan through cluster based sampling. 250 questionnaires were returned and were found useful and complete. Structural equation modeling (SEM) technique provided the study results that revealed a positive and significant effect of workplace ostracism on workplace deviant behavior. SEM results also showed that emotional intelligence significantly moderates the relationship of workplace ostracism and organizational conflict; workplace ostracism and knowledge sharing behavior; workplace ostracism and workplace deviant behavior. Mediation analysis revealed that organizational conflict has no mediating effect, whereas knowledge sharing showed a significant mediating role in the relationship between workplace ostracism and workplace deviant behavior. Our study findings highlight that knowledge workers with higher levels of emotional intelligence have the tendency to deal better with workplace ostracism and workplace deviant behaviors.

Keywords: Workplace Ostracism, Workplace Deviant Behavior, Organizational Conflict, Knowledge Sharing Behavior and Emotional Intelligence.



EDUCATION ABSTRACTS

STUDENTS' ATTITUDES TOWARDS THE INTEGRATION OF SOCIAL MEDIA IN ENGLISH AS A FOREIGN LANGUAGE CLASS

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Abstract

The current study explores the value of social media in English as a foreign language (EFL) classes from the perspective of forty intermediate level students studying at Arrass College of Technology in Saudi Arabia, who had been exposed to this type of media. The study uses quantitative data derived from anonymous, semi-structured questionnaires distributed to students. It also uses qualitative data derived from semi-structured interviews with the same research sample. The results of this study reveal some disadvantages and advantages that should be taken into account when adopting this type of media in EFL classes, the study also reveals that most students appear to hold an overwhelmingly positive attitude regarding the integration of social media in EFL classes with an awareness of some factors that may facilitate or obstruct learning via online learning environments.

Keywords: Social Media, EFL, English, College of Technology.

UNDERSTANDING STUDENTS' SENSE OF SAFETY AT SCHOOL

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Abstract

A large body of research indicates that wellbeing is vital for students' success at school and in life. Students' sense of feeling safe at school is considered to be important for improving students' mental and emotional wellbeing. Fostering a sense of safety is positively associated with student achievement affecting their resilience in turn.

The purpose of the present study is to investigate the following questions:

- a. How positive are New Zealand students in their sense of feeling safe at school?
- b. Are there any differences in students' sense of feeling safe at school by year level, gender, and school decile (a proxy for SES)?
- c. To what extent are students' sense of belonging at school related to their attitude and confidence to learn in Mathematics?

The National Monitoring Study of Student Achievement (NMSSA) is a sample based national project designed to assess and understand student achievement across the New Zealand Curriculum at Year 4 and Year 8 in English-medium state and in state-integrated schools. In 2018, the focus areas were Mathematics and Social Studies. In order to understand factors that influence achievement, NMSSA collects data from students about their attitude and confidence to learn in each curriculum area. To explore student wellbeing, NMSSA collected data in 2018 about students' sense of feeling safe at school. Item Response Theory (Rasch) was employed to construct measurement scales. Multilevel Modelling (MLM) was conducted to investigate students' sense of feeling safe at school in relation to attitude and confidence scale scores in mathematics and some other background variables including year level, gender, and school decile. Most students reported feeling safe at school. Most of the discrepancies in students' sense of feeling safe lied within schools (among students) rather than between schools. Association between feeling safe at school and school decile was not statistically significant. Year 4 students and girls demonstrated significantly higher levels of feeling safe at school than did Year 8s and boys. Relationships between feeling safe at school and attitude & confidence scale scores were positive and statistically significant.

Keywords: Attitude, Confidence, Sense of Feeling Safe at School.



SOCIAL SCIENCES ABSTRACTS

THE EDUCATIONAL VALUES OF TRADITIONAL CULTURE OF “MASOLIO” IN ULLATH VILLAGE COMMUNITY IN MALUKU

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Abstract

Ullath village community is one of communities that still maintains its traditional culture, while many cultures of villages in Maluku has been vanished. There are two culture systems in Maluku, namely patasiwa and patalima culture system, or literally translation in English nine and five groups. Thus, this study investigated the educational values of the ceremony "Masulio" in Ullath village, Maluku. It is carried out by ordinary people to repay the services of people who have helped someone's funeral process. The ethnographic research design with a qualitative descriptive approach was adopted for the study. The research subjects were 8 people of Ullath village consisting of community members and traditional leaders. Interviews and documentation were used to collect the data. Findings revealed that there were educational values in various traditional cultural contexts, among others is the educational values of the ceremony "Masulio". Ullath village belongs to patasiwa culture system, which is manifested through the number of "9" people who cleaned the body of the dead and the part of head who is act as the leader. Doing "Masulio" is a must, and it has a strong magic power. Every family name has its own role in the society. From generation to generation, the traditional ceremonies has helped Ullath village community to develop the educational values of shared life in society, respectful, solidarity and leadership.

Keywords: Educational Values, Traditional Culture “Masulio”, Ullath Village Community.

RESEARCH PRACTICE AND BELIEFS AMONG IN-SERVICE ENGLISH TEACHERS IN MALAYSIA: A CURIOSITY-DRIVEN STUDY

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Abstract

Malaysian in-service teachers are familiar with concepts of “teacher practitioner” and “teacher researcher” but how do these permeate in their practice? A curiosity-driven study was planned to investigate how central research contributes to their continuous professional development. The study builds on this curiosity with the framing of crucial research questions and is followed by a bilingual online questionnaire which identified their research practices and beliefs. The findings were triangulated against current literature to illustrate the current research climate in the Malaysian education system. Findings show that positive school climate promotes classroom research among teachers, but heavy workload and lack of interest impede a research-driven practice in Malaysian schools. Teachers tend to conduct research alone, even when support from peers and superiors are present. Despite familiarity with various research paradigms, they produce little documented research output. Relevant suggestions and recommendations were highlighted towards cultivating better research climates to bring about positive impact and change to existing practices in Malaysian schools.

Keywords: Research Practice, Research Beliefs, Teacher Practitioner, Teacher Researcher, Curiosity-Driven Study.

HEALTH INEQUALITY OF SELF-EMPLOYED WORKERS: FOCUSING ON HEALTH CARE UTILIZATION

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Abstract

This paper investigates the health care utilization behaviors of self-employed workers compared to wage-and-salary workers in Korea, in view of health inequality. Since working hours of the self-employed are directly related to their income, they are expected to face higher opportunity costs of health care utilization than wage-and-salary workers. The paper shows the fact that self-employed workers definitely have significant less out-patient visits than wage-and-salary workers and such disparities appear larger for healthier and lower income groups, who gain relatively less utility from health care usage. Furthermore, we provide some evidences that the difference in health care usage stems from heterogeneous opportunity costs of time across self-employed and wage-and-salary workers: the positive income effects of a higher hourly income are more likely to be offset by a higher opportunity cost of health care usage for self-employed workers.

Keywords: Health Inequality, Health Care Utilization, Self-Employed Workers.



HOSPITALITY

ABSTRACTS

DEVELOPING A CONCEPTUAL MODEL LINKING TRANSFORMATIONAL LEADERSHIP TO HOSPITALITY INNOVATION

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Abstract

Although larger and multi-national corporations in the hospitality industry are pushing for greater innovation, most hospitality establishments are not inclined to being creative due to certain characteristics of the hospitality industry. From previous studies, it has been discovered that the drive to innovate in these large establishments is often a result of an individual, usually the head of the organisation, hence leadership is vital in pushing creativity and innovation. This paper attempts to look at different leadership styles and which specific format is the most conducive to inculcate innovate within a hospitality organisation. It also attempts to conceptualise a model that works in tandem with the most appropriate leadership style to bring about successful hospitality innovation, be it product or service innovation. Finally, it also looks at how the benefits, linked to this model leadership style, can be tracked and reaped. This is important and critical, as it allows hospitality establishments that have yet to lead their companies in matters of innovation to apply and measure success in their innovation-led endeavours. Lastly, it will highlight the limitations by which innovation can be incorporated within hospitality corporations.

Keywords: Innovation, Hospitality, Leadership.

TRAVELOKA WEBSITE QUALITY ON CUSTOMER SATISFACTION AND PURCHASE INTENTION FOR UNIVERSITY IN INDONESIA

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Abstract

The aim of this study is to investigate the relationship between website quality on consumer satisfaction and purchase intention for university student in Indonesia. A theoretical framework is used for this study. A total of 401 questionnaires were collected to empirically test the measurement and structural model. The results are based on SEM analysis and equation modelling by using Lisrel software. The findings confirm that Traveloka website quality influences customers' satisfaction, which in turn influences perceptions to their intention to purchase. The strongest determinants of website quality are website functionality and website security and privacy. This study is able to help those who are in the hospitality industry and can also help future researchers as a guide for their research in the same or relevant scope of study. This study contributes to the field of e-commerce marketing, online travel agent and e-tourism research. The results of this study help E-commerce companies to retain their customers, and thus, gain long-term value for the company. In online travel agent companies, the competition is tight. Hence, it is very important that customers have a pleasant experience and return repeatedly to create value for the company.

Keywords: Customer Satisfaction, Online Travel Agent Website, Purchase Intention, Website Quality.

PROFESSIONAL CAPABILITY REQUIREMENTS FOR OPERATIONAL ROLES IN THE HOSPITALITY INDUSTRY: THE CASE OF AUSTRALIAN HOSPITALITY GRADUATES

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Abstract

Developing students' professional capabilities is crucial in meeting industry standards and requirements (Scott, 2016) and to enhance graduates' employability. Within the Australian hospitality context, there is a current labour shortage (Deloitte Access Economics, 2015), with hospitality employers increasingly demanding highly skilled candidates complete with industry experience (Jackson & Wilton, 2017). To meet industry and student needs, education providers are developing academic units which incorporate industry placements providing opportunities for students to develop their capabilities. Capability development ensures that graduates not only possess competencies (skills and knowledge) necessary for them to be work ready, but also the personal, interpersonal and cognitive capabilities necessary for their career development (Scott, 2016). However, studies find that graduates are still lacking the required attributes with capability development considered to be still at a nascent stage (Sissons & Adams, 2013; Weber et al., 2013; Wang & Sai, 2014). Further, even though hospitality managers value operational experience (Walter et al., 2015), the majority of studies focus on entry level management roles (e.g. Sissons & Adams, 2013). Thus, this study investigates the Australian hospitality industry capability requirements for operational roles. An online country-wide quantitative survey was conducted with hospitality employers (n = 125). The study identified that personal and interpersonal capabilities were considered of greater value by employers than cognitive capabilities. To further investigate the number of constructs and structure of each capability, an Exploratory Factor Analysis was conducted. These findings are valuable for hospitality curriculum developers, with recommendations for future research related to hospitality student capability development provided.

Keywords: Hospitality, Capabilities, Graduates, Work-Integrated Learning, Career Development.

AN ANALYSIS OF STUDENTS' SATISFACTION OF A VEGETARIAN DIET: THE CASE OF VALLEY VIEW UNIVERSITY, GHANA.

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Abstract

Vegetarianism for most people is a matter of choice. However, for students of Valley View University (VVU), it is a compulsory experience to go through as long as you live on campus. The main objective of this paper was to examine how University students are satisfied with the vegetarian cafeteria food that is served on campus. Using data collected from Valley View University students in Ghana, we can conclude that contrary to our hypotheses, students are very much satisfied with the vegetarian food from the cafeteria, mostly for health reasons. Conclusions and recommendations are discussed below.

Keywords: Satisfaction, Valley View University, Cafeteria,



TOURISM & SPORTS MANAGEMENT ABSTRACTS

DOMESTIC AND INTERNATIONAL TOURISTS' ASSOCIATIONS WITH ABORIGINAL TOURISM

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Abstract

Across Australia, Aboriginal tourism enterprises provide domestic and international tourists with a range of products and services. These include cultural tourism experiences; mainstream contemporary leisure activities such as kayaking, camel riding, quad biking; and activities connected to nature, such as whale watching, snorkelling or fishing. Aboriginal tourism enterprises also contribute to tourism infrastructure including hotels, eco-lodges and restaurants. While Aboriginal enterprises have an opportunity to add value to mainstream products, consumer demand has been impacted through low levels of product awareness and perception by tourists that Aboriginal tourism is a homogenous product. Our study was aimed at examining the attributes associated with Aboriginal tourism by domestic and international tourists. Surveys of tourists revealed specific attributes, such as activities, cultural associations and places, that tourists associate with Aboriginal tourism. Exploratory factorial analysis identified factors hidden in the set of attributes associated with Aboriginal tourism. Our findings show similarities and differences between international and domestic tourist markets. Low levels of product awareness exist in both tourist markets, with attributes connected to Aboriginal culture having higher levels of association compared to contemporary or coastal attributes. These results can be used by stakeholders to meaningfully support marketing efforts to market Aboriginal enterprises

Keywords: Aboriginal Experiences, Domestic Tourists, Indigenous Tourism, Tourist Associations, International Tourists.

A STUDY ON CHINESE MIDDLE-CLASS TOURISTS' PERCEPTION OF JAPAN: AN ANALYSIS BASED ON TRAVEL NOTES FROM THE INTERNET

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Abstract

China and Japan are neighbors separated only by a narrow strip of water. Due to historical and political factors, the Chinese have always held conflicted and reserved emotions regarding Japan. However, since 2010, there has been a sharp increase in the number of Chinese tourists visiting Japan. Since 2015, China has been the largest source of tourists to Japan. A pattern is observed when data regarding the geographic origins of tourists are examined. It showed that the tourists include mainly young middle-income groups aged 20–40 years. An increasing number of Chinese tourists publish notes about their travel experiences on Internet platforms. In this study, content analysis is used to examine the tourism perception of Chinese middle-class tourists to Japan. Travel notes from www.ctrip.com and www.mafengwo.com were collected from January 2018 to February 2019. High-frequency words and statistical frequency were extracted from 794 samples using the RostCM6.0 software. Liszt scale analysis is used to evaluate the level of satisfaction of tourists for the following four aspects: natural landscape, humanistic characteristics, tourism service, and social environment. Our findings are as follows: (1) Chinese middle-class tourists hold an overall positive impression of their travels in Japan. (2) They expressed high satisfaction with the tourist attractions and accommodations. (3) They were pleased with daily transportation, shopping, and other facilities. (4) They felt safe while traveling in Japan. Based on these results, this paper proposes some viable methods for the sustainable development of tourism and non-governmental exchanges between China and Japan.

Keywords: Chinese Middle-Class, Tourists, Perception, Japan, Internet, Travel Notes.

MAPPING AND ANALYSIS OF STAKEHOLDERS' PERCEPTION ON THE SUSTAINABILITY OF LAKE TOBA UPON ITS ESTABLISHMENT AS A NATIONAL TOURISM STRATEGIC AREA

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Abstract

Since 2015, the Government of Indonesian has designated Lake Toba as one of the top 10 Indonesian national priority tourist destinations. As a unique ecosystem, Lake Toba provides enormous environmental services for the people who live around it. Drastic changes to the functioning of ecosystems will be very influential to natural equilibrium and its social environment. In a national program, stakeholder attitudes and responses are crucial in making a policy successful. This study aims to identify and investigate who the stakeholders are, how the position of stakeholders is mapped based on their interests and influence, how the stakeholders perceive the sustainability of tourism in the Lake Toba Region. The study began by identifying the stakeholders involved directly or indirectly in Lake Toba Area. After that, the role of stakeholders in the operation, governance, and policy of tourist destinations in the lake Toba region were analysed. The stakeholders were then mapped and clustered based upon their power and interest into four categories: (i) key players, (ii) subjects, (iii) trend setter, and (iv) the crowd. Next, the attitudes of stakeholders towards sustainability of Lake Toba were collected. The sustainability criteria used here are 12 principles of sustainable tourism from UNEP & UNWTO. The attitude of stakeholders was collected through a series of semi-quantitative measurements using a Likert scale to 330 randomly selected stakeholders. The measurement results are aggregated into two dimensions of sustainability, namely the human system and ecosystem. It was found that the attitude of stakeholders towards the sustainability of Lake Toba after its establishment as a national tourism strategic area stated that it is 1.9% sustainable, 18% potentially sustainable, 47.3% intermediate, 32.2% potentially unsustainable, and 0.6% unsustainable.

Keywords: Lake Toba, Tourism, Sustainability, Stakeholder, Ecosystem.

GOOD GOVERNANCE IN FOOTBALL: AN ASSESSMENT OF FEDERATIONS IN SOUTH ASIAN ASSOCIATION FOR REGIONAL CORPORATION (SAARC) COUNTRIES

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Abstract

This paper is concerned with an assessment of the governance concept, and in particular evaluating good governance in member Federations of SAARC (South Asian Association for Regional Corporation) countries. For the purpose of this study, a case study approach is adopted, focusing on seven members of SAARC, such as Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan and Sri Lanka. The researcher has developed questions to evaluate the present level of governance of the organization, then investigate what space among Federations in SAARC countries that has to be improved in parallel with good governance theoretical framework and can offer basic set of recommendations on good governance practices. This research clearly reveals that no researches were conducted in South Asian Countries in the subject area. The researcher used document analysis as a research method in order to examine the level of governance practices. Desktop research was conducted for collection of the data for this study. The federations' websites, statutes, internal regulations, and any other relevant available documents were analyzed thoroughly. Scoring took place on the basis of publicly available data. The researcher basically used the Sport Governance Observer (SGO) as groundwork to measure governance in Football Federations in SAARC (Geeraert, A. 2015). The SGO survey is a combination of the four most important dimensions of good governance principles; transparency, democracy, checks and balances, and solidarity. The analysis has indicated that the results of football Federations in SAARC countries on good governance are dissatisfactory. The average score is 1.91 and overall SGO index of Federations in SAARC is 22.75% respectively. Out of seven countries, India has the highest SGO index with 29.375% where as Bhutan has lowest with 18.125 %. The overall SGO index of the SAARC countries Football Federations is 22.75%, which is accumulated from the average of Transparency (27.5%), Democratic process (29%), Checks and Balances (17.5%) and Solidarity (17%) of all countries. This overall score point clearly indicates that Football Federations in SAARC have severe governance problems with all the dimensions. Therefore, it is imperative that

the Football Federations focus on improving Transparency, Democratic Process, Checks and Balances and Solidarity so as to improve good governance and thereby sustainability in football growth is possible in the near future among these countries.

Keywords: Governance, Transparency, Democratic Process, Checks and Balances, Solidarity.

Reference:

Geeraert, A. (2015). Sports Governance Observer 2015: the legitimacy crisis in international sports governance. Copenhagen: Play the Game.

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