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## Editorial

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**Biographical notes:** Angappa Gunasekaran is a Professor and Dean at the Charlton College of Business, University of Massachusetts Dartmouth. He has held academic positions in the UK, Australia, Finland, India and Canada. He served as the Chairperson of the Department of Decision and Information Sciences at UMass Dartmouth from 2006 to 2012. He has over 300 articles published in peer-reviewed journals. He has presented about 50 papers, published 50 articles in conferences, and given a number of invited talks in many countries. He is on the editorial board of several journals. He has organised several international workshops and conferences in the emerging areas of operations management and information systems. He has been the Founding Director of Business Innovation Research Center (BIRC) since 2006.

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I am pleased to introduce this inaugural issue of the *International Journal of Knowledge Management in Tourism and Hospitality (IJKMTH)*. The objectives of *IJKMTH* can be viewed as two-fold: firstly, to challenge and enhance the existing literature; secondly, to provide the platform where new practices are discussed, enabling the development of new techniques for researching as well as managing the hospitality industry. With its international scope and principles of hospitality, it aspires to become a leading journal in the field of the hospitality industry.

The readership of *IJKMTH* covers both academics and practitioners. *IJKMTH* will provide a platform for debate and will contribute towards the dissemination of knowledge amongst academics, practitioners, government departments, non-governmental organisations, consultants, researchers and students of the hospitality industry.

*IJKMTH* publishes theoretical papers, empirical papers, case studies and book reviews. Special issues of the journal will also be produced in which selected papers from hospitality and tourism conferences will be published. The following topics in knowledge management in tourism and hospitality industry will be considered:

- human resource management
- leadership
- strategic management
- e-marketing
- yield and revenue management

- wellness and spa management
- event management
- operation management
- design and architecture
- social responsibility, ethical and cultural issues
- marketing and segmentation
- consumer behaviour
- quality management techniques: Six Sigma, ISO 9000
- risk and investment strategies
- sustainability and green issues.

This inaugural issue of *IJKMTH* contains six articles discussing a wide range of issues dealing with management of tourism and hospitality industry. While no unifying theme for the articles exists, each makes a unique contribution to the extant literature in the field. A brief overview of the six papers is provided below.

The first paper, 'Knowledge sharing in the retail food protection program: perceived importance and actual implementation', by Seunghee Wie, Yong S. Choi and Joungkoo Park empirically examines the critical success factors affecting the success of knowledge sharing in food inspection agencies. The study population was health inspectors in all 58 counties of California, USA and the total number of responses was 119. The degree of importance for 21 knowledge sharing attributes ranged from 3.89 to 4.73 with a group mean rating of 4.28 (5 = very important, 1 = not important) while the degree of implementation of knowledge sharing ranged from 2.72 to 3.75 with a group mean rating of 3.20 (5 = extensively implemented, 1 = not implemented). There were significant differences between the degree of importance and the degree of implementation for all attributes. The five critical success factors were labelled as systematic support for knowledge sharing, knowledge sharing framework, knowledge sharing training, information system capabilities, and administrative culture on knowledge sharing. The knowledge sharing training was positively associated with the success of knowledge sharing.

The second paper, 'Optimal lot sizing policy with power demand and Composed Shortages under trade credits' by H.S. Shukla, R.P. Tripathi, Neha Sang and S.K. Tiwari deals with an optimal ordering policy for non-deteriorating item with power demand under trade credits. The shortages are allowed and combination of backlogged and lost sales. Mathematical model is developed under two different situations, i.e., case 1: the permissible delay period is less than time to finish positive inventory and case 2 trade credit period is greater than or equal to time to finish positive inventory. Numerical examples are provided to illustrate the algorithm and theoretical results. The sensitivity analysis is performed on the optimal solution. The second order approximations are used for exponential terms to find the complexity on the optimal solution.

The third paper, 'Geographic information system application for improving Chiang Mai University tourism routes' by Jirapat Wanitwattanakosol, Kwankao Chaiyakhunt and Vanatsanan Khanchai claims that Chiang Mai University (CMU) is ranked as an

attractive destination for Chinese tourists. The University has launched a visit CMU project to serve the tourists with the electric-power vehicles for campus sightseeing. In addition, the tourism schedule has not satisfied the university's expectation including unattractive locations in a current route, therefore, an objective of this research is to study and propose an optimal tourism route in CMU. Travel time data of each point were collected and analysed by a statistical method. Attractive sightseeing places were selected from experts by using an interview. Lastly, all data were employed to generate a computer-simulated scenario by a geographic information system (GIS) program. The results of this research showed that the generated optimal tourism route in GIS by adopting operation times of each tourism electric power vehicles point which had different characteristics and experts suggested tourism points reduced the travel time and distance.

The fourth paper, 'Selection criteria of customers of Chinese restaurants and their dining habits' by D.P. Sudhagar and G. Rajendran investigates the selection process used by Indian customers when choosing Chinese restaurant and the contemporary dining habits. Structured questionnaire was used to collect the data from the respondents. Respondents were selected using the convenience sampling approach. The study used descriptive statistics and exploratory factor analysis to interpret the gathered data. The study examines the importance attached to the attributes of Chinese restaurants. The results would enable the Chinese restaurant marketers to understand the important restaurant attributes from the customers perspectives while selecting the Chinese restaurant for dining and it would help to formulate required marketing and operational strategies incorporating food quality, service quality, customer relationship practices and promotional strategies, so that the restaurant can stay competitive in the market by better meeting the needs and wants of the customers. This study was an attempt to understand restaurant selection criteria for Chinese restaurants in the Indian context, particularly from the perspective of Chennai city. The research also provided vital information and insights for the researchers, academicians and the practitioners in the restaurant industry.

The fifth paper, 'Analysis of a preemptive priority retrial queue with negative customers, starting failure and at most J vacations' by S. Yuvarani and M.C. Saravananarajan presents an analysis of single server preemptive priority retrial queue with at most J vacations where two types of customers called (priority customers and ordinary customers) are considered in this paper. The priority customers do not have queue and they have higher priority to receive their services over ordinary customers. The negative customer is arriving during the service time of any positive customer (priority customer or ordinary customer), will remove the positive customer from the service. If the interrupted customer is an ordinary customer, he may join the orbit and the priority customer will leave the system. As soon as the system is empty, the server takes at most J vacations. The probability generating functions for the system/orbit size in steady state is obtained using supplementary variable method. Some important system measures and the stochastic decomposition are discussed. Numerical examples are presented to picturise the effect of parameters on system performance measures.

The sixth paper, 'Modelling organisational innovation in UAE: investigating the love triangle involving leadership, organisational culture and innovation' by Sanjai K. Parahoo, Sabiha Mumtaz and Shaikha Salem uses a mixed method approach, comprising in-depth expert interviews and an intensive literature review to develop a conceptual study model of organisational innovation in the UAE. While leadership and

culture are enacted differently in different contexts, very few of the rich existing related studies have been undertaken in the Middle East. Using data from an online survey of 370 employees, confirmatory factor analysis and structural equation modelling are used to test the study hypotheses. The findings demonstrate that organisational culture fully mediates the effect of leadership on innovation. This finding stands in sharp contrast with the current literature originating from other geographical contexts that demonstrated a positive direct effect of leadership on innovation. The reasons for this situation are discussed.

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