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CONNECT:
IIBSoR 2011 ANNUAL REPORT
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FROM THE DIRECTOR

Another exciting year in IIBSoR; new colleagues, new initiatives and continued success for all key research performance indicators.

In 2011 we have been very fortunate to welcome a number of highly successful new colleagues to IIBSoR, including Professor Hugh Mackay, Australia’s most prominent social researcher and commentator on social trends; Associate Professor Ulrike Gretzel, a leading international researcher in the area of tourism and social media; Associate Professor Rajeev Sharma, an expert in information system implementation research; and Dr Lee Moerman, a successful researcher in social and environmental accounting. We thoroughly enjoy working with our new colleagues who bring new perspectives and ideas to the group.

The IIBSoR team has continued to perform extremely well in terms of research key performance indicators. We secured funding for nine new research projects worth over $2.5M, and published 64 journal articles, with over 40% featured in A* or A ranked international journals ranging from *Annals of Tourism Research* to *The American Economic Review*. We have also worked with a range of industry partners, including Tourism Australia and the NSW Department of Justice and Attorney General, on applied research projects.

It has been a pleasure and a privilege to serve as the director of IIBSoR in 2011. I can’t wait to see what 2012 will bring.

Sara Dolnicar
Director, Institute for Innovation in Business and Social Research (IIBSoR)
FROM THE CO-DIRECTOR

IIBSoR's members and academic partners have continued to excel in 2011, contributing to establishing the research institute as a leader in the field of business and social research. Positive feedback regarding the importance of our research to local and international growth will ensure that we remain committed to the high quality research we do.

The knowledge and expertise of the IIBSoR team is reflected in the many new national and international collaborative projects that have been initiated and the considerable funding secured throughout the year.

As we move forward, 2012 is promising to be an exciting year with major research projects starting with Australian ports, tourism, foster carers, defence force and local government.

Tim Coltman
Co-Director, Institute for Innovation in Business and Social Research (IIBSoR)
IIBSoR PEOPLE
2011
IIBSoR STAFF

Director
Professor Sara Dolnicar

Co-Director
Professor Tim Coltman

Manager, Applied Social Research
Duncan Rintoul

Institute Coordinator
Karen Lovasz

Project Officer
Maree Horne

Communications/ PR Advisor
Victoria Robinson

IIBSoR MEMBERS

Dr Lois Burgess
A/Prof Joseph Ciarrochi
A/Prof Rodney Clarke
Prof Patrick Dawson
Dr Samuel Fosso Wamba
A/Prof Samuel Garrett-Jones
A/Prof Ulrike Gretzel
A/Prof Charles Harvie
Dr Greg Kerr
A/Prof Amnon Levy
Prof Hugh Mackay
A/Prof Katina Michael
Dr Leonie Miller
Dr Lee Moerman
Dr Matthew Pepper
Dr Melanie Randle
Prof John Rossiter
A/Prof Andrew Sense
A/Prof Rajeev Sharma
Dr Peter Siminski
Prof Trevor Spedding
A/Prof Abbas Valadkhani
Dr Venkat Yanamandram
ASSOCIATE MEMBERS

A/Prof Steve Bellman,
Murdoch University, Perth, Australia

Prof Daniel Fesenmaier,
Temple University, Pennsylvania, USA

Dr Bettina Grün,
Johannes Kepler University Linz, Austria

Prof Christian Laesser,
University of St Gallen, Switzerland

A/Prof Tobias Langner,
Justus Liebig University of Glessen, Germany

Prof Friedrich Leisch,
University of Natural Resources and Life Sciences,
Vienna, Austria

Prof David Midgley,
INSEAD, Fontainebleau, France

Dr Sandra Praxmarer,
University of Bamberg, Germany

STUDENTS

PHD STUDENTS

Roba Abbas
Mohammed Al Mansour
Khalid Alkhamis
Anas Aloudat
Yot Amornkitvikai
Amir Arjomandi
Indika Athukoralalage
Graham Bowrey
Heidi Brown
Teerawat Charoenrat
Larissa Clarkson
James Duguid
Claire Godsell
Robert Grant
Michael Gross
Alexander Hayes
Jennifer Heath
Cha Li Jiang
Emil Juvan
Heather Kennedy-Eden
Clifford Lewis
Ashkan Masouman
Michael Mehmet
Petra Meyer
Mohammadreza Mohagheghian
Abbas Mohammadzadeh
Albert Munoz
Kaye Nakaric
Stephanie Perkiss
Elham Pourazarm
Magno Queiroz
Duncan Rintoul
Janette Rowland
Issa Saleh Ali
Mad Salleh
Susan Savage
Michelle Scarpino
Gregory Scott
David St Quintin
Meylianti Sulungbudi
Leanne Taylor
Jennifer Thompson
Hui-Ling Wang
Gregor Zelle
Meiliani

MASTERS BY RESEARCH STUDENTS
Jessica Baxter
Leanne Brereton
Rosemary Crothers
Melissa Dabinett
Jonathan Halloran
Shima Forughi Hassan Zadeh
Sarah Jelley
Logi Karlsson
Paula Kennedy
Margaret Le
Noleen Rudolph
Rebekah Schulz
Fresia Segovia
Yanwen Shao
Katherine Speare
Yun Zhang
Emma Zhang-Debreceny
2011 GRADUATIONS

Anas Aloudat, PhD
“Location-based mobile phone service utilisation for emergency management in Australia”
Supervisor: A/Prof Katina Michael

Yot Amornkitvikai, PhD
“Technical Efficiency Performance of Thai Listed Manufacturing Enterprises”
Supervisors: A/Prof Charles Harvie, Dr Khorshed Chowdhury

Amir Arjomandi, PhD
“Efficiency and productivity in Iran’s financial institutions using non-parametric approaches”
Supervisors: A/Prof Abbas Valadkhani, A/Prof Charles Harvie, Dr Martin O’Brien

Claire Godsell, PhD
“Examining Dysfunctional Processes and their Links to Emotional Wellbeing: A Psychometric Investigation of Hypothesized Mediators of Disturbance and Change”
Supervisors: A/Prof Joseph Ciarrochi, Prof Frank Deane

Indika Priyadarshani, PhD
“Modelling Australian Stock Market Volatility”
Supervisors: A/Prof Abbas Valadkhani, Dr Martin O’Brien

Gregory Scott, PhD
Supervisor: A/Prof Joseph Ciarrochi

David St Quintin, PhD
“The Role of Context in Adolescent Hopelessness: Differences in Associated Variables and Felt Experience”
Supervisors: Prof Patrick Heaven, A/Prof Joseph Ciarrochi
We were pleased to welcome four new members in 2011, adding new areas of expertise to the group of experienced and dedicated academics that make up our Institute.
PROFESSOR HUGH MACKAY

Hugh is a pioneer of social research in Australia, having developed his own special method for qualitative research and with extensive research experience. He will be involved in a range of initiatives including research projects, public lectures on social issues, and mentoring early career researchers.

He worked extensively in media research in the 1950s and 1960s, including Australia’s first TV ratings survey, and later became one of the pioneers of qualitative research methods in Australia. In 1979, he established The Mackay Report, a continuous program of qualitative social research which was acquired by Ipsos Australia in 2003 and continues under the name The Ipsos Mackay Report. In the 25 years he was personally responsible for conducting this project, over 100 reports were published on all aspects of the Australian way of life.

ASSOCIATE PROFESSOR ULRIKE GRETZEL

Ulrike is a leading international tourism researcher and expert in the area of tourism and social media, who joined us as a full IIBSoR member early this year, after several years as an Associate Member from Texas A&M University. Her research focuses on persuasion in human-technology interaction, the representation of sensory and emotional aspects of tourism experiences, and issues related to the development and use of intelligent systems in tourism.

She has extensive experience within tourism research, and has strong industry relations. Her research has been funded by a number of national, regional and local tourism organisations in North America, Europe and Asia. Having joined IIBSoR as an Associate Professor for Marketing, she is also the Director of IIBSoR’s Laboratory for Intelligent Systems in Tourism (LIST).

ASSOCIATE PROFESSOR RAJEEV SHARMA

Rajeev is a leading international researcher in the area of successful implementation of information systems. His research focuses on the roles of management support and user appropriation in successful IS-enabled organisational transformation, as well as on the effect of methods in biasing the findings of survey research. Rajeev’s research has been funded by a number of research grants.

Rajeev joined IIBSoR in 2011, after being associated with IIBSoR while he was at the University of Melbourne and University of Oklahoma.

DR LEE MOERMAN

Lee is an internationally recognised researcher in social and environmental accounting, and the Director of the Social Accounting and Accountability Research Centre which covers a diverse range of social and environmental related research activities. Her current research topics include corporate social responsibility for asbestos-related liabilities and social security fraud-related public sector accountability.

Lee’s PhD in accounting focussed on the debtor and creditor relationship in the third world debt crisis, and she is also a member of the Jubilee Australia Debt & Development Research Centre.

IIBSoR is a key contributor to tourism research at the University of Wollongong - Australia’s number one university for tourism research as determined by the Australian Research Council’s Excellence in Research for Australia results.

Ulrike Gretzel, IIBSoR member
2011 was an eventful year for IIBSoR, with many achievements and successes, including these highlights:

- Members secured funding for nine new projects worth over $2.5M
- **Over 40%** of our 64 journal articles were published in A* and A ranked international journals
- Becoming Australia’s only research unit rated “**well above world standard** (5) in tourism” by Excellence in Research for Australia (ERA)
- Receiving the **largest grant awarded to UOW** in the 2012 ARC Linkage grant round, and the 5th largest amount awarded nationally, for the *Technology and innovation management in high risk situations* project - $652,367.00 (+$675,000 from industry partners)
- Home of the **only tourism project to receive funding nationally** in the 2012 ARC Discovery Grant round, for the *Reducing the Australian tourism industry’s vulnerability to external shocks: identifying and understanding disaster-resilient tourists* project - $200,000
- Awarded **two 2011 Discovery Early Career Researcher Award (DECRA) awards**, one being the only one in Marketing nationally for the *More foster carers for children in need: understanding heterogeneity among Australian foster carers to increase recruitment and placement success* project - $375,00 each

**IIBSoR’S GROWTH 2010 TO 2011**

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<tr>
<th>Journal articles</th>
<th>A and A* journal articles</th>
<th>Completed &amp; ongoing projects</th>
<th>PhD students</th>
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AWARDS AND ACHIEVEMENTS IN 2011

Throughout 2011, IIBSoR members and students received awards, were invited to edit respected international journals and were honoured with a range of distinctions.
2011 EMERGING SCHOLARS OF DISTINCTION AWARD

Associate Professor Ulrike Gretzel received the highly prestigious 2011 Emerging Scholars of Distinction Award from the International Academy for the Study of Tourism.

RESEARCH EXCELLENCE FOR SENIOR RESEARCHER AWARD

Professor Sara Dolnicar received the Vice-Chancellor’s 2011 Research Excellence for Senior Researcher Award. Sara’s contributions within research methodology and measurement for the social sciences, her successful research leadership and high level of research performance over many years were a few of many factors that granted her this award.

STUDENT EXCELLENCE AWARD

Dr Amir Arjomandi received the Faculty of Commerce HDR Student Excellence Award, which is selected by the Dean of Commerce recognising publication of good quality refereed journal articles.

Amir was one of IIBSoR’s PhD students who graduated at the end of 2011. Commencing his PhD in Economics in 2008, Amir’s thesis was about analysing efficiency and productivity of financial institutions using non-parametric approaches.

EDITOR-IN-CHIEF

Associate Professor Katina Michael was appointed as the new editor of the respected publication IEEE Technology and Society Magazine. IEEE (Institute of Electrical and Electronics Engineers) is the world’s largest professional association dedicated to advancing technological innovation and excellence for the benefit of humanity. She takes the reins as Editor-in-Chief in 2012.

EDITORIAL BOARD OF TOP MANAGEMENT JOURNAL

Professor Tim Coltman joined the Editorial Review Board of the Journal of Supply Chain Management (JSCM). According to the 2010 ISI Impact Factor scores JSCM is ranked second out of 144 management journals with an impact factor of 5.8.

ASSOCIATE EDITOR OF A* AND A RANKED INFORMATION SYSTEMS JOURNALS

Associate Professor Rodney Clarke joined A* ranked journal Management Information Systems Quarterly as Associate Editor of a Special Issue on Information Systems for Symbolic Action: Social Media and Beyond. In addition, he became Associate Editor of the Alternative Genres Track of the A ranked European Journal of Information Systems.

GUEST EDITOR OF HIGHLY RANKED IS JOURNAL

Associate Professor Rajeev Sharma was appointed as the Guest Editor of a special issue of the A* European Journal of Information Systems on Transforming Decision-Making – The Next IS Frontier.
VISITORS TO IIBSoR

Every year IIBSoR hosts renowned academics from Australian and international institutions, and 2011 saw us welcome several high-calibre visitors who presented at a number of UOW and IIBSoR events.
Dr Philipp Boksberger  
Director of tourism and leisure research  
HTW Chur & School of Tourism, Switzerland

Dr Boksberger presented an overview of the research the School conducts for the tourism and leisure industry to fellow UOW researchers, students and staff. He spoke of one study which examines the influence of perceived risk on service quality and customer satisfaction, a project that has received much interest from the industry in Europe. He also talked of research the School is conducting in relation to the ageing population and tourism, which has been recognised as one of the most important consumer segments in general and in tourism in particular.

Mag. Martin Hochmeister  
Vienna University of Technology, Switzerland

Mag. Hochmeister presented on one of his areas of expertise; A Knowledge-Based Expertise Recommender System. He spoke of how Recommender Systems support people in quickly navigating large sets of data, making them very popular in the field of e-commerce. Successful companies like Amazon and eBay trust Recommender Systems to help customers find relevant content based on their interests, and they can also be effectively used in a variety of other fields, such as tourism.

Professor Manfred Schwaiger  
Vice Dean, Munich School of Management, Germany  
Head of the Institute of Market-based Management at Ludwig-Maximilians-University, Munich, Germany

Professor Schwaiger presented to IIBSoR members and students on the topic of The value of corporate reputation for shareholders. He spoke of how it is beyond controversy that corporate reputation is a strategic intangible asset interwoven with financial performance, but reputation’s empirical link to the creation of abnormal stock returns is still missing. Through the application of state-of-the-art financial benchmark models to reputation-sorted portfolios, reputation’s contribution to shareholder value can be analysed.

Mr Darren Smith  
Principal Consultant Enterprise Architecture  
ThoughtWorks

Mr Smith presented to students on the topic of Enterprise Architecture, showing them the practical aspects of Enterprise Architecture Design. With over 16 years of industry experience, and as UOW alumni, he was able to impart invaluable insights and knowledge to students. By highlighting the link between what is learned at university and how Enterprise Architecture is executed in practice, he spoke of the challenges faced in implementation and how to manage these.

Mr Shu Mukai  
Director of Business Development, GMI Interactive

Mr Mukai joined IIBSoR members and students at the July IIBSoR retreat, presenting on the topic of Leveraging Interactive Techniques to Engage Online Respondents.

Dr Maureen Griffiths  
Lecturer at the Department of Marketing  
Monash University, Melbourne

Presenting on the topic of The Drama of Religious Tourism, Dr Griffiths spoke of the concept of dramaturgy and how she has used it to analyse the encounters and interactions that take place in two different cathedrals. Cathedral management at both sites are confronted with the challenges of managing the tourism aspects of their cathedrals while maintaining the religious aspects for their worshippers.

Professor Jan-Åke Törnroos  
Head of the School of Business and Economics  
Åbo Akademi University, Finland

Prof Törnroos presented on the topic of Processual Analysis in Case Study Research – With Examples from Business Networks at IIBSoR’s November retreat.
Dr Martin Tomitsch
Lecturer, University of Sydney’s Design Lab, Sydney, Australia
Founding member of Media Architecture Institute, Vienna, Austria

Presenting on the topic of *Designing feedback systems through urban informatics: two case studies*, Dr Tomitsch spoke of two recent design-based research projects which both draw on the principles of urban informatics for displaying information in an everyday city context. The first project designed and evaluated a large-scale public display that visualises domestic energy consumption on the house facade, and the aim of the second project was to collect and visualise user-generated data about bus trips through a mobile application.

Dr Gillian Bowser
Colorado State University, USA
Founder of Global Research Network on Women and Sustainability

Dr Bowser met with UOW academics and students to talk about the new Global Research Network on Women and Sustainability; a collaborative network that has been funded by the US National Science Foundation for the next five years to bring together scholars from across the globe.

Working with IIBSoR’s Ulrike Gretzel, who is on the steering committee of the network, they are engaging women scholars who research within the areas of sustainability and climate change, or scholars who study issues related to sustainability and women, to foster research in these areas, inviting the UOW community to become involved.

Professor Andrew Pettigrew
Professor of Strategy and Organisation
Saïd Business School, University of Oxford, U.K.

World-renowned management scholar Professor Andrew Pettigrew visited IIBSoR in late November, presenting at a public lecture on “Leading Strategic Change” attended by businesses, local government representatives, and academics, where he talked about why some organisations are able to adapt and change and others find this difficult.

He also spoke at a UOW seminar on the topic of ‘Scholarship with Impact’ where he discussed the possibilities of scholars meeting the double challenge of producing work of the highest scholarly quality and policy/practice work.

During his stay Prof Pettigrew took part in IIBSoR’s November retreat attended by members, students and invited guests.
IIBSoR members were involved in 25 funded research projects in 2011 within areas ranging from foster care to market segmentation methodology, in addition to securing funding for an additional nine new projects throughout the year. These cover several disciplines within four different application areas:

- MARKETING
- SOCIAL INNOVATION
- TOURISM
- BUSINESS & MANAGEMENT
PROJECTIONS COMPLETED IN 2011

- IDENTIFYING, ATTRACTING AND RETAINING SUCCESSFUL FOSTER PARENTS
  Prof Sara Dolnicar, Prof John Rossiter, A/Prof Joseph Ciarrochi
  $480,000
  ARC Linkage Project (Duration: 2007–2011)

- THE ROLE OF COMMUNITY CONNECTEDNESS IN RETAINING SKILLED MIGRANT WOMEN IN AUSTRALIA
  Prof Sara Dolnicar, Prof Simon Ville
  $76,880
  ARC Linkage Project (Duration: 2007–2010 extended)

- SUCCESSION PLANNING AT UNIVERSITIES: PROGRAM FOR PREPARING EARLY LEADERS (PROPEL)
  Prof Sara Dolnicar, Prof Wilma Vialle, Prof Robert Castle
  $220,000
  Australian Learning and Teaching Council Grant (Duration: 2010–2011)

- PREVENTING POOR HEALTH OUTCOMES FOR CHILDREN BY ATTRACTING MORE FOSTER CARERS
  Dr Melanie Randle, Prof Sara Dolnicar, Dr Leonie Miller, A/Prof Joseph Ciarrochi
  $13,000
  UOW (URC) Research Partnerships Grant (Duration: 2011)

- THE ILLAWARRA INPUT-OUTPUT MODEL: ADVANCING REGIONAL ECONOMIC RESEARCH AND PLANNING
  A/Prof Charles Harvie, A/Prof Abbas Valadkhani, Dr Guy West
  $15,000
  UOW (URC) Research Partnerships Grant (Duration: 2011)

- E-SURVEYS – ENSURING THAT THEY ARE MORE THAN JUST QUICK, CHEAP AND CONVENIENT
  Prof Sara Dolnicar, Mr Martin Filz
  $18,000
  UOW (URC) Research Partnerships Grant (Duration: 2011)

- PREDICTING EFFECTIVE TRANSITION INTO ADULTHOOD: AN 11 YEAR LONGITUDINAL FOLLOW-UP STUDY
  Prof Patrick Heaven, A/Prof Joseph Ciarrochi, Dr Peter Leeson
  $12,000
  UOW (URC) Near Miss Grant (Duration: 2011)

- A RANDOMISED CONTROLLED TRIAL OF FOCUSED PSYCHOLOGICAL TREATMENTS FOR THE NEGATIVE SYMPTOMS OF SCHIZOPHRENIA
  Dr Hamish McLeod, Prof Frank Deane, A/Prof Joseph Ciarrochi, Dr Lindsay Oades, Prof Nagesh Pai
  $15,000
  UOW (URC) Near Miss Grant (Duration: 2011)

- MARKET AWARENESS AND KNOWLEDGE OF FOSTER CARE: MISCONCEPTIONS AS A BARRIER TO RECRUITMENT
  Dr Melanie Randle, Dr Leonie Miller
  $19,800
  UOW (URC) Small Grant (Duration: 2011)

- TOWARD THE REGULATION OF THE LOCATION-BASED SERVICES INDUSTRY: INFLUENCING AUSTRALIAN GOVERNMENT TELECOMMUNICATIONS POLICY
  A/Prof Katina Michael
  $192,000
  ARC Discovery Grant (Duration: 2007–2011 extended)
Disasters and large scale emergencies that have the potential to disrupt the orderly manner of civil society are considered national security challenges today. In Australia, this was seen in the tragic Black Saturday Victorian Bushfires of February 2009, which resulted in the government instituting a national emergency warning system enabling the government to provide information to citizens during emergencies anywhere and any time.

Moving on from traditional short message service (SMS) notifications and cell broadcasting to more advanced location based services (LBS), this study has looked into the viability of location based mobile phone services during emergencies.

As Australians are becoming increasingly mobile in the way they acquire information about their whereabouts, the Australian government is contemplating the introduction of a second phase of nationwide location-enabled mobile phone warning and alerting methods and techniques; the ability to pinpoint a human to a specific geographic location is now possible using a variety of wireless positioning technologies. This will be a critical element in securing the future of Australians against the challenges brought on by disasters and emergencies.

It can be argued that governments have a responsibility to their citizens to inform and protect them against both conventional and unconventional threats, be it natural or human-made. However, the possible deployment of location-based emergency services is not seen as positive by all Australians, who see the introduction of laws mandating access to certain types of personal information as an aid in the gradual relinquishing of an individual's right to privacy.

It is important that the government raise the public awareness about the anticipated location-based emergency services. People's concerns, although they may merely be as a result of misconceptions, have the power to impact negatively on the practiced emergency response measures and devalue the purpose of the services in the eyes of the public.

The results of this research will direct Australian government telecommunications policy, and specifically address critical gaps in the current telecommunications legislation.
ONGOING PROJECTS 2011

■ TECHNOLOGICAL INNOVATION AND CHANGE IN SUPPLY CHAIN INTEGRATION
Prof Trevor Spedding, Dr Michael Clements, Prof Amrik Sohal, Dr Lisa Daniel, Prof Patrick Dawson
$161,676
ARC Linkage Project
(Duration: 2010–2012)

■ FACILITATING THE TRANSFER OF TRAINING THROUGH VALUES CLARIFICATION
Prof Frank Deane, A/Prof Joseph Ciarrochi, Dr Lindsay Oades, Dr Trevor Crowe
$390,000
ARC Linkage Project
(Duration: 2009–2012)

■ MODELLING IT ALIGNMENT IN MULTIBUSINESS SERVICE ORGANISATIONS
Prof Tim Coltman, Dr Byron Keating
$256,000
ARC Discovery Project (Duration: 2010-2014)

■ MARKET SEGMENTATION METHODOLOGY: ATTACKING THE ‘TOO HARD’ BASKET
Prof Sara Dolnicar, Prof Friedrich Leisch, Dr Bettina Grün
$1,460,000
ARC Discovery Project / QEII Fellowship (Duration: 2011–2015)

■ A LONGITUDINAL STUDY INTO THE DEVELOPMENT OF PERSONAL VULNERABILITIES AND WELL-BEING IN ADOLESCENCE
Prof Joseph Ciarrochi, Prof Patrick Heaven, Prof Christopher Jackson, A/Prof Stuart Johnstone, Dr Peter Leeson, Dr Nerina Caltabiano
$1,006,515
ARC Discovery Project / ARC Future Fellowship (Duration: 2011–2013)

■ ROCKY MOUNTAIN SUSTAINABILITY AND SCIENCE NETWORK: ENHANCING STUDENT UNDERSTANDING OF BIOLOGY AND SCIENCE THROUGH EXPERIENTIAL LEARNING ON PUBLIC LANDS
Dr. Gillian Bowser, Dr. Mark Brown, A/Prof Ulrike Gretzel
US$500,000
National Science Foundation (U.S.) (Duration 2010 – 2015)

■ THE LONG TERM CAUSAL EFFECTS OF VIETNAM WAR ERA CONSCRIPTION ON ECONOMIC AND SOCIAL OUTCOMES FOR AUSTRALIAN CONSCRIPTS
Dr Peter Siminski, Prof Simon Ville
$57,000
ARC Linkage Project
$50,453 Department of Veterans Affairs
(Duration: 2010–2011 extended)

■ THE INFLUENCE OF CULTURAL BACKGROUND ON KNOWLEDGE AND PERCEPTIONS OF FOSTER CARE: AN EXPLORATORY STUDY
Dr Melanie Randle, Prof Sara Dolnicar, Dr Leonie Miller, A/Prof Joseph Ciarrochi
$14,272
UOW (URC) Research Partnerships Grant
(Duration: 2011 – 2012)

■ SERVICE QUALITY OF COMMUNITIES FOR THE AGING
Dr Lois Burgess, Prof Mary Barrett
$5,000
People and Organisations Centre Funding – Faculty of Commerce, UOW (Duration: late 2011 – early 2012)

■ INFORMATION SYSTEMS FOR THE SOCIAL WELLBEING OF SENIOR AUSTRALIANS
Dr Lois Burgess, A/Prof Helen Hasan, A/Prof Carole Alcock
$5,000
People and Organisations Centre Funding – Faculty of Commerce, UOW (Duration: late 2011 – early 2012)
NEW TOURISM STUDY

IIBSoR played a major part in the University of Wollongong being named as Australia’s number one university for tourism research by the Australian Research Council’s (ARC) 2011 Excellence in Research for Australia (ERA) results.

Researchers at IIBSoR have pursued a range of successful tourism studies, including advances in market segmentation methodology for tourism, the introduction of a novel paradigm into sustainable environmental tourism without sacrificing profitability, and insights into perceptions and use of social media by travellers.

A new initiative which is being funded by the ARC is a study on how to reduce the tourism industry’s vulnerability to external shocks. Unpredictable world events such as 9/11, Severe Acute Respiratory Syndrome (SARS) and the global financial crisis, have a serious effect on tourism, and IIBSoR researchers will be investigating how to reduce the industry’s susceptibility well in advance of these types of disasters occurring.

The project will look at a new way of dealing with these unpredictable events that we have no or little control over, by developing an approach to tourism management that can contribute to securing tourism demand not only in the good times, but also when disasters occur.

IIBSoR researchers first identified that people can be grouped according to their views on taking a vacation in a study done in 2010. They found that ten percent of the population see holidays as essential to their quality of life – a highly attractive and potentially disaster-resilient segment of tourists. Based on the insights gained from the previous study, the ‘tourism commitment’ of different groups will be examined, which will lead to the tourism industry knowing who to target in their bid to reduce the effects of pandemics, terrorism attacks and financial crises.

NEW GRANTS 2011

■ TECHNOLOGY AND INNOVATION MANAGEMENT IN HIGH RISK SITUATIONS

Prof Tim Coltman, Prof Tim Devinney, Dr Rajeev Sharma, Prof Dr Siegfried Gudergan, Dr Benjamin Brooks, Dr Nidthida Lin

$652,367.00

ARC Linkage grant
(Industry partner project contribution from Newcastle Port Corporation and Port Kembla Port Corporation)
(Duration 2012-2016)

■ REDUCING THE AUSTRALIAN TOURISM INDUSTRY’S VULNERABILITY TO EXTERNAL SHOCKS - IDENTIFYING AND UNDERSTANDING DISASTER-RESILIENT TOURISTS

Prof Sara Dolnicar, A/Prof Ulrike Gretzel

$200,000

ARC Discovery Grant (Duration: 2012-2014)

■ DOES RETAIL PETROL PRICE RESPOND ASYMMETRICALLY TO CHANGES IN ITS COST? A MODELLING FRAMEWORK

A/ Prof Abbas Valadkhani

$99,204

ARC Discovery Grant (Duration: 2012-2014)

■ MORE FOSTER CARERS FOR CHILDREN IN NEED: UNDERSTANDING HETEROGENEITY AMONG AUSTRALIAN FOSTER CARERS TO INCREASE RECRUITMENT AND PLACEMENT SUCCESS

Dr Melanie Randle

$375,000

ARC Discovery Early Career Researcher Awards (DECRA)
(Duration: 2012-2015)
RESEARCH TO IMPROVE SAFETY AT PORTS

In 2011, members from IIBSoR were awarded the largest grant given to the University of Wollongong in the 2012 ARC Linkage grant round, and the 5th largest amount awarded nationally, for the Technology and innovation management in high risk situations project.

Working with researchers from several other Australian universities, and partnering with the Port Kembla and Newcastle Port Corporations, the study will examine the challenges port operators face as they are encouraged to take risks to innovate, but are constrained by the consequences of risk.

The research will develop a better and safer system to manage the interface of ships in port waters.

The project team are developing and testing a model of technology and innovation management in high-risk contexts where precaution often trumps innovation. They will examine the decision models at each stage in the innovation process and test the approach using data collected with the port corporations and a global survey of port executives.

As an island nation, Australia is particularly reliant on ports to handle imports and exports to the global market, and the value of Australian bulk commodity exports and container imports is expected to double from $400 billion to $800 billion by 2020, placing considerable pressure on port waters to innovate. It is believed that companies that do not invest in innovation put their future at risk and their business is unlikely to be able to compete if they do not seek innovative solutions.

UOW and IIBSoR researchers have a long track record of business and management research, having partnered with international corporations and academics in several studies.
FELLOWSHIPS AWARDED 2011

Dr Melanie Randle
ARC Discovery Early Career Researcher Award (DECRA)
Duration: 2012 - 2015

Project Title: More foster carers for children in need: understanding heterogeneity among Australian foster carers to increase recruitment and placement success

This project improves the ability of foster care organisations to attract the particular types of carers best suited to the children needing homes. More suitable carers will give foster children a healthier start to life, reduce the chances of developing antisocial behaviours and increase the chances of becoming contributing members of society.

Dr Peter Siminski
ARC Discovery Early Career Researcher Award (DECRA)
Duration: 2012 - 2015

Project Title: Army Service, Employment Incentives and Veterans’ Life Outcomes: A Natural Experiment

This project will analyse the complex long-run effects of Australia's conscription ballots on the lives of conscripts and their families. Treating the ballots as ‘natural experiments’, it will consider direct effects of army service, including service in Vietnam and the effects of incentives created by veterans’ compensation on a range of outcomes.
IIBSoR's contract research activity received a major boost in 2011, delivering six new contract research projects worth over $120,000, in addition to already existing projects.
Three of our new contract research projects saw our members working directly with the end clients, NSW Department of Justice and Attorney General, Wesley Mission and Tourism Wollongong. The other new projects were collaborations with commercial research agencies Urbis and Newspoll where our members provided methodological expertise.

**FUTURE VISITOR INFORMATION SERVICES**

**TOURISM WOLLONGONG**

**A/Prof Ulrike Gretzel, Dr Nina Mistilis**

$4,686  
(August-October 2011)

**THE IMPACT OF BUILT FORM IN SCHOOLS ON STUDENT OUTCOMES: A LITERATURE REVIEW**

QLD Department of Education, subcontracting to Urbis

**Duncan Rintoul**

$13,200  
(January-March 2011)

**YOUTH TRANSITIONS AND MENTORING**

Wesley Mission

**Duncan Rintoul, Michelle Scarpino**

$13,200  
(April-August 2011)

People here are very impressed. The demographic that we are talking about is challenged on many fronts – I take my hat off to you for your understanding of them and the way that you have interpreted their difficulties in a way that makes it easy for the rest of us to understand.

NSW Attorney General’s Department

**THE IMPACT OF ACCUMULATED FINE DEBT AND THE WORK AND DEVELOPMENT ORDER (WDO) SCHEME ON DISADVANTAGED PEOPLE IN NSW**

NSW Department of Justice and Attorney General (DJAG)

**Duncan Rintoul**

$41,490  
(January-April 2011)

**EVALUATION OF THE AUSTRALIAN TOURISM EXCHANGE (ATE)**

Tourism Australia (TA), subcontracting to Urbis

**Duncan Rintoul**

$28,490  
(April-June 2011)

**EVALUATION OF THE ACTIVE AFTER SCHOOL COMMUNITIES PROGRAM**

Australian Sports Commission (ASC), subcontracting to Newspoll

**Duncan Rintoul**

$20,628  
(March-May 2011)

**FINANCIAL STRESS / HARDSHIP AMONGST DVA PENSIONERS**

**Dr Peter Siminski**

$57,050  
Department of Veterans’ Affairs Applied Research Program (2010-2011)

**SEMANTICS OF TRAVEL SERVICESCAPES**

**A/Prof Rodney Clarke, Dr Per Echeverri**

$33,000  
Contract research with Karlstad University, Sweden (2010-ongoing)
IIBSoR PUBLICATIONS 2011
BOOKS 2011


REFEREED BOOK CHAPTERS 2011


REFEREED JOURNAL ARTICLES 2011

ERA RANK A*


Era Rank A


ERA RANK C

NO ERA RANKING
“IIBSoR will always challenge you to grow in professionalism and research integrity as you progress in your PhD journey. It has become an integral part of my learning experience, and I am grateful for the challenges and opportunities it brings.”

Heather Kennedy Eden, PhD student
2011 IN THE MEDIA
UNIVERSITY OF WOLLONGONG TOPS NATION IN TOURISM RESEARCH
Prof Sara Dolnicar interviewed on “Mornings with Nick Rheinberger” on ABC Illawarra Radio, 1 February
Prof Sara Dolnicar interviewed on WIN TV News, 1 February
Article in Northern Leader, 3 February

UOW HOSTS REGIONAL LEADERSHIP SEMINAR FOR BUSINESS
Prof Charles Harvie interviewed on WIN TV news, 9 February
Promoted by the Business editor in the Illawarra Mercury, 9 February
Story covered on ABC Illawarra Radio, i98 radio and WAVE FM radio, 9 February
Prof Charles Harvie quoted in the Illawarra Mercury in the “New economic toll analyses industries’ impact on region” article, 11 February

TRAVELLING THROUGH TECHNOLOGY
A/Prof Ulrike Gretzel profiled in the Mercury IQ section, 29 March.

PROFESSOR TAKES A ‘COARSE’ APPROACH
Article on Prof John Rossiter’s new book in the Mercury IQ section, 30 March.

CUSTOM-BUILT DEGREES GAIN TRACTION IN A FAST ERA
Prof Sara Dolnicar interviewed by the Australian Financial Review, 29 August.

UOW CULTIVATING LEADERS FOR FUTURE
Prof Sara Dolnicar quoted in business section of the Illawarra Mercury, 10 September.

IN THE MARKET FOR SOME VOLUNTEERS
Dr Melanie Randle profiled in the IQ section of the Illawarra Mercury, 18 October.

GREEN TOURISM - IS IT POSSIBLE TO CHOOSE AN ECO-FRIENDLY VACATION?
Prof Sara Dolnicar and PhD student Emil Juvan quoted in article in the Illawarra Mercury; “Tourists call for user friendly carbon footprint calculators”, 25 October
Prof Sara Dolnicar interviewed on “Mornings with Nick Rheinberger” on ABC Illawarra Radio, 25 October

HUGH MACKAY JOINS UNIVERSITY OF WOLLONGONG
Article in the Illawarra Mercury; “University to welcome guru of research”, 25 October
Prof Hugh Mackay interviewed on “Mornings with Nick Rheinberger” on ABC Illawarra Radio, 26 October
Article in the Australian Financial Review: “Social Researcher Mackay joins Wollongong”, 31 October
Article in the Illawarra Mercury; “Focus research in the spotlight”, 4 November

YOUR CREDIT HISTORY COULD SOON BE UP FOR SALE
A/ Prof Katina Michael quoted in the Finance Section on ninemsn.com.au, 27 October.
LOCAL GOVERNMENT RESEARCH AND PRACTICE DEVELOPMENT CONSORTIUM

Article in the Illawarra Mercury; “Councils link with university”, 29 October

News bulletin on i98 FM radio, interview with A/ Prof Andrew Sense, 29 October

THE NEW PRIVACY PREDATORS

A/ Prof Katina Michael quoted in the November issue of Women’s Health.

MAJOR STUDY OF CHALLENGES FACING PORT OPERATORS

Prof Tim Coltman interviewed on WIN TV evening news, 7 November

Prof Tim Colman interviewed by ABC Radio Newcastle; run as news bulletin in morning news, 8 November

Prof Tim Coltman interview aired on ABC Radio Illawarra, 8 November

News bulletin on i98 FM radio, 8 November

Article in the Illawarra Mercury; “UOW wins grant for port study”, 9 November

SEGMENTATION: SITTING AT THE CROSS-ROADS

Prof Sara Dolnicar interviewed in Q&A article in Research News magazine, November issue.

AIR TRAVELLERS CAN’T GET NO SATISFACTION – BUT IT DOESN’T MAKE THEM LESS LOYAL

Prof Sara Dolnicar’s article published in the Hot Topics section of The Conversation web-site, 1 December.

TRAVEL LESSONS FROM THE WORLD OF ACADEMIA

Prof Sara Dolnicar and A/ Prof Ulrike Gretzel quoted on their tourism and travel research in the New York Times travel section, 6 November.
IIBSoR MEMBERS 2011 - PROFILES

Dr Lois Burgess

Associate Professor Joseph Ciarrochi
Research interests: acceptance and commitment therapy, adolescent development, cognitive behavioural therapy, developing social and emotional well-being, emotional intelligence

Associate Professor Rodney Clarke
Research interests: communicative and semiotic methods for modelling business processes, contextual analysis of systems in organisations, multimedia techniques for representing work spaces and work practices, services, coalitions and virtual communities, social semiotics, systemic functional linguistics, systemic semiotics

Professor Tim Coltman
Research interests: business strategy and performance, customer relationship management, innovation in high risk management, service operations management, supply chain management

Professor Patrick Dawson
Research interests: cellular manufacture, change processes in organisations, contemporary guilds, creativity in organisations, innovation and biotechnology, rural maternity services and change, social innovation, storytelling and change

Professor Sara Dolnicar
Research interests: answer format effects and response styles, market research, market segmentation, product positioning, quantitative methodology in marketing, questionnaire design, social marketing, strategic marketing, tourism marketing

Dr Samuel Fosso Wamba
Research interests: business value of IT, e-government, electronic commerce, geographic information systems, green computing, inter-organisational system adoption and use, IT-enabled disasters management, mobile commerce, social network, supply chain management, ubiquitous computing

Associate Professor Samuel Garrett - Jones
Research interests: “knowledge production” universities and research institutions

Associate Professor Ulrike Gretzel
Research interests: consumer behaviour, customer relationship management, context aware applications, SME e-collaboration, tourism marketing, web-based destination marketing

Associate Professor Charles Harvie
Research interests: macroeconomics, monetary economics, transitional economics
Dr Greg Kerr
Research interests: brand management, event management, location marketing, competitive advantage, tourism management

Associate Professor Amnon Livermore (Levy)
Research interests: micro-economics theory, macro-economics theory, economic growth theory, development economics, financial economics, international and global economics, health economics, econometrics, welfare economics

Professor Hugh Mackay
Research interests: social sciences, qualitative research methods

Associate Professor Katina Michael
Research interests: automatic identification technologies, anti-terrorism laws, biometrics, cellular and 3G mobile, chip implants, dataveillance, global positioning systems, location-based services, IP location services, national identification schemes, natural disasters and pandemics, privacy and surveillance, public policy, uberveillance, wearable computing, wireless local area networks

Dr Leonie Miller
Research interests: individual differences in social and emotional well-being

Dr Lee Moerman
Research interests: corporate social reporting, third world debt, corporate social responsibility for asbestos-related liabilities

Dr Matthew Pepper
Research interests: lean / agile systems operations management, quality systems, supply chain management

Dr Melanie Randle
Research interests: non-profit marketing, social marketing

Professor John Rossiter
Research interests: social science knowledge, social science measures, social science research methods

Associate Professor Andrew Sense
Research interests: project based learning, innovation and change management, organisational learning, project management

Associate Professor Rajeev Sharma
Research interests: management support, user appropriation, IS-enabled organisational transformation
Dr Peter Siminski
Research interests: applied financial econometrics, applied microeconomics, economic evaluation, health, labour, poverty and inequality, public economics

Professor Trevor Spedding
Research interests: quality engineering and multimedia based teaching techniques, simulation and modelling of manufacturing systems and supply chains, statistics and AI in manufacturing

Associate Professor Abbas Valadkhani
Research interests: applied financial econometrics, Australian macroeconomic policy issues, input-output analysis, macroeconomic model-building, productivity and growth

Dr Venkat Yanamandram
Research interests: services and tourism marketing, marketing education

GRAPH
2011 IIBSoR JOURNAL ARTICLES BY ERA RANKING

- ERA A* and ERA A: 40.6%
- ERA B: 29.7%
- ERA C: 15.6%
- No ERA rank: 14%