

Tourism Culture & Communication

Editors: Professor Brian King & Dr. Wantanee Suntikul

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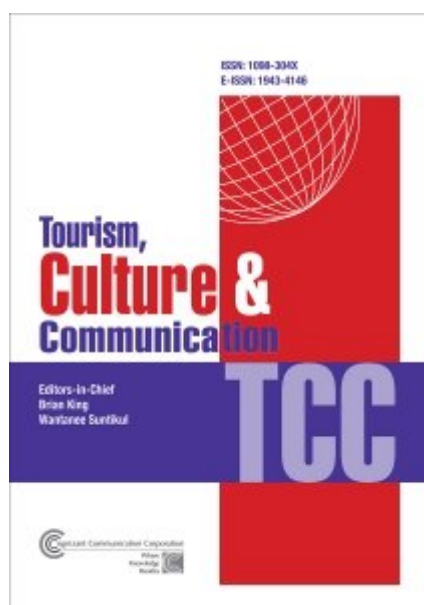
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Aims & Scope

Aims & Scope

Tourism, Culture & Communication is the longest established international refereed journal that is dedicated to the cultural dimensions of tourism. The editors adopt a purposefully broad scope that welcomes readers and contributors from diverse disciplines and who are receptive in a wide variety of research methods. While potential cultural issues and identities are unlimited, there is a requirement that their consideration should relate to the tourism and hospitality domain. *Tourism, Culture & Communication* provides readers with multidisciplinary perspectives that consider topics and fields extending beyond national and indigenous cultures as they are traditionally understood and recognized. Coverage may extend to issues such as cultural dimensions of the United Nations' Sustainable Development Goals (SDGs), gender and tourism, managing tourists with disabilities, sport tourism, or age-specific tourism. Contributions that draw upon the communications literature to explain the tourism phenomenon are also particularly welcome. Beyond the focus on culture and communications, the editors recognize the important interrelationships with economies, society, politics, and the environment.

The journal publishes high-quality research and applies a double-blind refereeing process. *Tourism, Culture & Communication* consists of main articles, major thematic reviews, position papers on theory and practice, and

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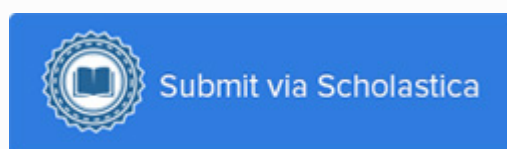
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The comments received from the reviewers (a minimum of 2) will be received within 4-6 weeks. They are delivered to the JEIC who draw upon these comments to assess the merit of the manuscript, along with their own assessment. Special attention is given to declarations of potential conflict of interest. Where applicable, the JEIC will verify statements about appropriate approvals received in the case of research using human subjects. Likewise, claims about the use of appropriate statistical testing are ensured.

On receipt of relevant and sufficient reviewer comments, the JEIC will reach a collective decision based on a close examination and a determination is then conveyed to the authors. The authors receive detailed comments along with the final decision: accept, accept with minor revision, accept with major revision, or rejection. Authors may be invited to resubmit their work as a research note at the discretion of the JEIC. The comments to authors are blinded. The identity of the JEIC (and where appropriate the applicable editorial associate) is revealed in the decision letter.

Prospective TCC reviewers have the opportunity to read and evaluate current research in their area of expertise when it is at an early stage, thereby contributing to the integrity of scientific exploration. Anyone interested in becoming a reviewer for TCC is invited to contact the JEIC *Brian King and Wantanee Suntikul*, *The Hong Kong Polytechnic University*, Hong Kong SAR, China at tcc@polyu.edu.hk.

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The publishers and editorial board of *Tourism Culture & Communication* have adopted the publication ethics and malpractice statements of the Committee on Publication Ethics (COPE) <https://publicationethics.org/core-practices>. These guidelines highlight what is expected of authors and what they can expect from the reviewers and editorial board in return. They also provide details of how problems will be handled. Briefly:

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Tourism Culture & Communication is governed by an international editorial board consisting of experts in interdisciplinary perspectives in areas of interest that may branch away from traditionally recognized national and indigenous cultures, for example, cultural attitudes toward the management of tourists with disabilities, gender aspects of tourism, sport tourism, or age-specific tourism, and related fields. Information regarding the editorial board members is listed on the inside front cover of the printed copy of the journal in addition to the homepage for the journal at: <https://www.cognizantcommunication.com/journal-titles/tourism-culture-a-communication> under the "Editorial Board" tab.

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“Ethnic Minority Tourism” and “Indigenous Tourism”: The Critical Distinction – 1

<https://doi.org/10.3727/109830422X16510695152064>

Jianhong Zhou and Johan R. Edelman

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There is confusion between the use of “ethnic minority tourism” and “Indigenous tourism” as concepts, both in practice as well as in tourism research. Since different tourism types occur in different communities in different geo-historical contexts, these two tourism concepts should be understood to be situated in a particular context. In order to enhance peoples' epistemological understanding of the two kinds of tourism phenomenon, this article aims to critically distinguish the concept of “ethnic minority tourism” and “Indigenous tourism” by highlighting commonalities and differences. The paradigm of critical realism, and a critical literature review method, are applied in this article. Commonly abstracted as types of “ethnic tourism,” both “ethnic

minority tourism” and “Indigenous tourism” can be understood as a form of reconciliation and a model of community-based tourism that should emphasize tourism. Differences of these two tourism types mainly exist in different definitions of “minority people” and “Indigenous People,” as two different social identities, in tourism practices and contribute to these two tourism types at different stages. The practice of Indigenous tourism has changed from “tourist-based economy” to “Indigenous practice of Indigenous control in tourism. While ethnic minority tourism is still in a “tourist-based economy,” and current understandings are also at this stage. In addition, the relationship between hosts and guests is different because of the colonial and intrusive identity that can make non-Indigenous tourists feel shame or guilt in a settlement.

Key words: Ethnic minority tourism; Indigenous tourism; Ethnic minority; In

Hidden Discrimination: Designing Culturally Inclusive Service Encounters
<https://doi.org/10.3727/109830422X16467943430932>

Sun-Hwa Kim* and Angela Sebb†

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†Marketing, Entrepreneurship, Sport Management, and Hospitality and Tourism Management, Western Carolina University, Cullowhee, NC, USA

Few studies have been published about handling intercultural service encounters. Most studies have focused on satisfaction and dissatisfaction and have neglected the causes of the sources of discriminatory services to customers who have limited English proficiency. This study presents components that can facilitate cultural differences in service encounters. The combination of lacking intercultural service policies and of language barrier creates difficulties for customers when receiving service. This study has determined that the necessary components for inclusive service encounters are: a) training and granting accessibility at the organizational level and creating needs at the individual level. From the perspective of frontline employees, service encounters require integration at both organizational and individual levels. Frontline employees are encouraged to train frontline employees on cultural differences and to create a supportive environment for the realization of service value among customers with limited English proficiency.

Key words: Vulnerable customers; Culturally inclusive service encounter; Inclusive service encounter; Grounded theory; Frontline employees

Make Yourself at Home: Cross-Cultural Differences in Home Hospitality – 2
<https://doi.org/10.3727/109830422X16510695152037>

Srikanth Beldona,* Joanne Jung-Eun Yoo,* and Ahmed Baiomy†

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†Faculty of Tourism and Hotel Management, Helwan University, Cairo, Egypt

The practice of hospitality at home is rooted in the traditions that are unique to each culture. This exploratory study describes the development of a set of a hospitality and uses it as an instrument to explore cross-national differences in home hospitality. Respondents from three culturally distinctive countries such as Egypt, South Korea, and the United States were surveyed. Significant differences across the three countries in the areas of 1) sociability, 2) openness, and 3) openness, which are the three derived dimensions of home hospitality, are discussed.

Key words: Home hospitality; Culture and society; Cross-cultural research

Samar Noaman* and Nathalie Montargot†

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Despite the boom in cosmetic tourism, academic research in this field remains limited. This study explores perceptions of key social players involved in the cosmetic tourism industry. It highlights the perspectives of cosmetic medical providers and cosmetic tourists. A theoretical framework that includes the theory of planned behavior (TPB) and a qualitative approach was applied, with similar topics discussed during interviews with cosmetic medical doctors and cosmetic tourists in Lebanon. The study delivers insights into the decision-making process, and the factors impacting choices here in terms of the destination. It furthermore sheds light on aspects that distinguish cosmetic tourism from other types of tourism. This study theoretically contributes to the development of an appropriate marketing strategy for cosmetic tourism. Empirically, its outcomes can be utilized to better understand the experiences of cosmetic tourists, improving their experiences, enhancing marketing strategies and the service quality of cosmetic tourism.

Key words: Cosmetic tourism; Cosmetic tourist; Cosmetic medical doctor; Destination space

RESEARCH NOTE

Destination Space in Film: Viewer Perspectives on Film Destination Control
<https://doi.org/10.3727/109830422X16510695152046>

Thapthep Paprach* and Rohani Hashim†

*Faculty of Information and Communication Technology, Silpakorn University, Thailand

†School of Communication, Universiti Sains, Penang, Malaysia

The new concept was coined in studying destination image portrayed through film. It is called “destination space” and developed on the basis of narrative analysis. The concept of “destination space” is the placement of “destination” and “space” in the narrative of select films that promote Thai tourism produced after the year 2000. Films in this study consisted of eight Thai films: *Go Go Go*, *Go Lala Go*, *Lost in Thailand*, *Nang Nak*, *Pee Mak Phrakanong*, *Ong Ba*, *Goong*, and *The Protector*. The results show how the representation of the Destination Space in film is conducted to a sense of the viewer’s perspective on film destination. Place and space are “physicality of space” creating a sense of glamour. The second level, emotion, is how the story emphasizes the role of unique Thai culture or Thainess. The third level, Destination Space, looks at how the theme of a film contributes to Thai tourism. The results show that the “destination space” gathered from the eight selected films and it can become a key player for selling via film tourism events that are comprised of six characters: (1) nostalgic space, (4) modern space, (5) spiritual space, and (6) martial art space. The results suggest that viewers desire wanderlust to experience their opposite life in film. This study suggests that the vicissitudes of film tourism will decrease once film tourism is able to prioritize the narrative of domestic-made films as a key player.

Key words: Destination space; Place and space; Narrative; Thai film tourism

Strategic Perspectives From Hospitality Leaders (Brian E. M. King, Catheri
<https://doi.org/10.3727/109830422X16420405391970>

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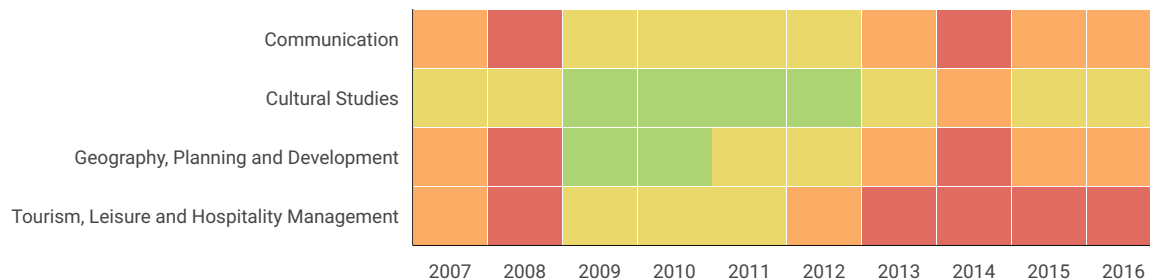
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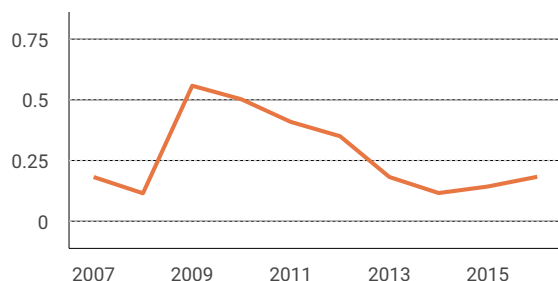
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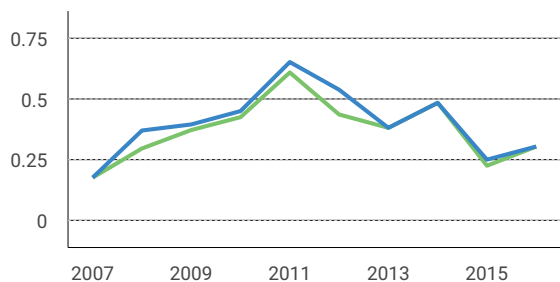


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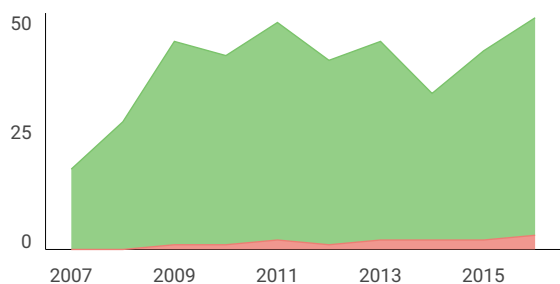
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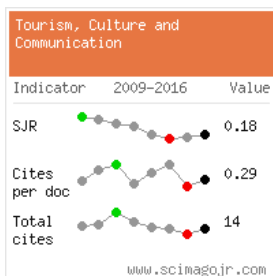
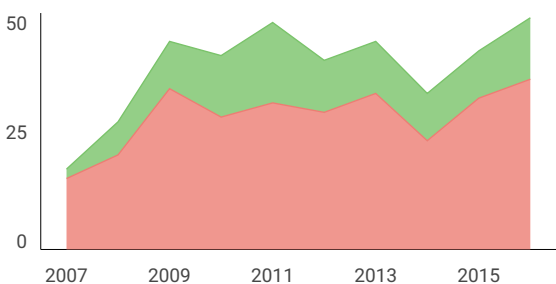
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DESTINATION ENCOUNTERS WITH LOCAL FOOD: THE EXPERIENCE OF INTERNATIONAL VISITORS IN INDONESIA

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Increasing numbers of visitors are seeking out culinary experiences when travelling overseas. Food can enhance the destination experience, giving physiological sustenance and providing opportunities to learn about destination cultures through direct encounters with local cuisines. However, engaging with novel local food might arouse certain visitor expectations, particularly among those who have not visited previously. This study aimed to identify international visitor preconceptions of local Indonesian food and the underlying factors influencing expectations prior to their in-country experience of dining on local food. A questionnaire-based survey that was administered to 349 international visitors identified seven factors underlying their expectations: *staff quality*, *sensory attributes*, *food uniqueness*, *local servicescapes*, *food authenticity*, *food familiarity*, and *food variety*. A number of significantly different dining expectations were also highlighted between first-time and repeat visitors.

Key words: Culinary tourism; Dining expectation; International visitors;
Local Indonesian food

Introduction

Food constitutes an essential component of tourism, along with transportation, accommodation, and attractions. Visitors engage in various forms of dining during their travels (Chang, Kivela, & Mak, 2011), ranging from food that is familiar from home to seeking novel and different local dishes (Cohen & Avieli, 2004). The search for experiences with food

that is emblematic of a destination has gained increasing attention among visitors. Food has evolved from a mechanism to fulfill physiological needs to a medium that enhances the destination experience, offering opportunities to learn about prevailing cultures through encountering local cuisines. Experiencing local foods is a gateway to new cultures, leading visitors to learn about the culture of societies other than their own and to meet and engage

with locals (Hegarty & O'Mahony, 2001; Long, 2004). Because eating is integral to travel, it is commonplace for visitors to expect pleasurable culinary experiences (Kivela & Crotts, 2006). Recent attempts to utilize culinary tourism as an attraction have been evident in Asia, notably in leading tourism destinations such as Hong Kong (Kivela & Crotts, 2005; McKercher, Okumus, & Okumus, 2008; Okumus, Okumus, & McKercher, 2007), Singapore (Chaney & Ryan, 2012; Henderson, Yun, Poon, & Biwei, 2012), and Taiwan (Chaney & Ryan, 2012; Lin, Pearson, & Cai, 2011). It is apparent that these countries and territories reflect the tendency to extend culinary tourism as a means of stimulating international visitation (Horng, Liu, Chou, & Tsai, 2012).

Despite the increased use of food as a tool for destination marketing, the literature shows that there has been little consensus about a single definition that describes food-related tourism. The terms *food tourism*, *gastronomy tourism*, and *culinary tourism* have been used interchangeably and scholars have described the various terms inconsistently (Karim & Chi, 2010). Hall and Mitchell (2001) defined food tourism as "visitation to primary and secondary food producers, food festivals, restaurants and specific locations for which food and tasting and/or experiencing the attributes of a specialist food production region are the primary motivating factors for travel" (p. 308). Such a definition implies that, when traveling, not every trip to a restaurant relates to food tourism, especially if the food eaten in the restaurant is the same as, or similar to, the food consumed at home. Meanwhile, Long (2004) defined culinary tourism as "the intentional, exploratory participation in the foodways of another—participation including the consumption, preparation, and presentation of a food item, cuisine, meal system, or eating style considered to belong to a culinary system not one's own" (pp. 21–22). This definition suggests two meanings. First, it concerns visitors who are eager to discover novel food and to explore the new culture that connects with the food. This exploration relates to knowledge or information transfer about the people, culture, traditions, and identity of the place visited. Second, culinary tourism is also about the host destinations that utilize food to showcase their cultures and histories, by making the food marketable and thus

representing an attractive local identity for visitors (Long, 2004).

Ignatov and Smith's (2006) detailed definition of culinary tourism referred to a "tourism trip during which the purchase or consumption of regional foods (including beverages), or the observation and study of food production (from agriculture to cooking schools) represent a significant motivation or activity" (p. 238). In this sense, culinary tourism is more than just the simple consumption of food and drink when traveling, and also involves a self-aware interest and conscious learning to experience a destination through its food. Ignatov and Smith emphasized that food consumption is not necessarily the only or the primary activity on a culinary tourism trip. More importantly, experience forms the core of culinary tourism, with regionally produced food and drink being used to tell a story or to portray some aspects of the culture of the region or country being visited. Culinary tourism is sometimes viewed as a form of special interest tourism offering "real" travel. Recognized as part of cultural tourism, it provides real learning opportunities by introducing visitors to the new and exciting smells, tastes, and flavors of local cultures (Ignatov & Smith, 2006). Based on the above discussion, the present study interprets culinary tourism as a trip during which the consumption or experience of local food and beverages is expressed in various food-related activities, regardless of whether experiencing local food is or is not a primary purpose for travel (Ignatov & Smith, 2006; Yun, Hennessey, & MacDonald, 2011).

Tourism is one of the fastest growing sectors of Indonesia's economy. In 2014, the country welcomed about 9.4 million international visitors, a growth rate of 7.19% over the figure for 2013 (Ministry of Tourism and Creative Economy of the Republic of Indonesia, 2014). Data reported by the Ministry of Tourism and Creative Economy of the Republic of Indonesia showed that visitors spent about 18%–20% of their total tourism consumption on food and beverages during 2010, ranked second in overall expenditures [Organisation for Economic Co-operation and Development (OECD), 2012]. The cuisine of Indonesia is greatly influenced by natural conditions, culture, and history. For instance, food in Sumatra Island has been shaped by Indian and Chinese culture, ever since the island became

a major trading route for these two countries. Most Northern Sumatra cities have been influenced by the way of life of Chinese and Indian immigrants (Ministry of Culture and Tourism, 2010). As the western anchor of the archipelago, Sumatra was the first port of call for Indian and Arab traders, and coastal Sumatrans adopted spices, stews, curries, and kebabs from these merchants (Koene, 1996). The cuisine of Sulawesi Island revolves around seafood, perhaps because the island is known for producing Indonesia's best quality sea produce. One regional favorite is fish roasted over charcoal (*ikan bakar*) served with a variety of dipping sauces or condiments. Since the climate of East Nusa Tenggara (Timor) is dry, sago, corn, cassava, and taro are more commonplace as staple foods than rice ("Indonesian cuisine," 2010).

As a country with rich natural and cultural resources, Indonesia can potentially strengthen its international visitor appeal by focusing on culinary tourism. Indonesia is home to more than 485 ethnic groups and each has its own local food characteristics. This has endowed the national cuisine with variety and taste (Yurnaldi, 2010). There are thousands of local foods that can offer a strong focal point for portraying Indonesia as a tourism destination. Indeed, it has led to uniqueness and a diversity of food-related activities that could be experienced by international visitors (Alamsyah, 2008). However, establishing Indonesia's position as a world-class food tourism destination remains a challenge. Having great diversity of traditional dishes may lead to difficulties when selecting particular foods for the international market (Pertiwi, 2011). During recent years, the government has been promoting Indonesian culinary diversity and richness to the international market. Culinary tourism has been prioritized for development as one of the seven types of special interest tourism. In 2012, the Ministry of Tourism and Creative Economy officially launched 30 signature traditional dishes of Indonesia aiming to improve awareness of Indonesian culinary diversity in the international market (Prawitasari, 2012). The national carrier, Garuda Indonesia, has also supported the promotion of Indonesian cuisine, through the *Garuda Indonesia Experience* concept that is designed to provide preflight, on-flight, and, after flight services characterized by Indonesian hospitality. This includes the provision of

signature traditional dishes for on-board meals such as *nasi kuning* (Indonesian yellow rice), and *nasi rendang* (beef stewed with coconut paste) (<https://www.garuda-indonesia.com/id/en/garuda-indonesia-experience/service-concept/index.page>). In 2015, the Ministry of Tourism and Creative Economy designated five cities as Indonesia's gastronomy destinations: Bandung, Yogyakarta, Solo, Semarang and Bali (Widianto, 2015). A growing number of food-service establishments, ranging from small to large scale and from street food stalls to hotel restaurants, are specializing in local Indonesian food and catering to both domestic and international visitors (Setyanti, 2011).

The literature indicates that most of the culinary tourism studies that have examined visitor behaviors were undertaken in more developed tourist destinations (Cohen & Avieli, 2004; Henderson, 2009). To the authors' knowledge, no previous empirical studies have investigated food experiences involving the consumption of local Indonesian food by international visitors. On this basis it is timely to conduct an empirical investigation in Indonesia, to examine how food culture differences can shape and affect the overall dining experiences with local food encountered by international visitors. In view of these shortcomings in the literature, the aims of the present study were:

1. to discover international visitor preconceptions of local Indonesian food;
2. to examine the underlying factors influencing international visitor expectations prior to engaging with local food dining in Indonesia;
3. to test whether levels of dining expectation vary significantly between first-time and repeat international visitors to Indonesia.

Literature Review

Influences on the Visitor Dining Experience

According to Zeithaml and Bitner (2002), expectations are defined as customer desires or wants, particularly in the case of what they believe should be offered by service providers. In the tourism context, Fluker and Turner (2000) delineated expectations as the perceived likelihood that a particular act would produce a particular outcome. Visitors make decisions based on certain expected outcomes and

their reactions to outcomes are partly influenced by their initial expectations (Dickson & Hall, 2006). Gnoth (1997) argued that it is important to manage visitor expectations because this influences the visitor choice process and perceptions of the destination experience. These in turn affect overall visitor satisfaction.

Reviews of the relevant studies have indicated that most researchers investigating visitor dining experiences have primarily focused on three aspects: 1) food quality; 2) service quality; and 3) dining atmosphere (Antun, Frash, Costen, & Runyan, 2010; Chang, Kivela, & Mak, 2010; Chao, 2010; Yüksel, 2003). With respect to food quality, the literature has highlighted a wide range of attributes to measure food quality. These vary from food presentation or appearance, taste, food health-related characteristics, food quantity, and variety (Chao, 2010; Ha & Jang, 2010; Jang, Ha, & Silkes, 2009; Karim & Chi, 2010; Mak, Lumbers, & Eves, 2012; Namkung & Jang, 2007). Another influence on visitor dining expectations is service quality. The concept of service quality (SERVQUAL) is defined as the ability of service staff to perform tasks relating to five dimensions: reliability, responsiveness, empathy, assurance, and tangibles (Parasuraman, Zeithaml, & Berry, 1988). Pendergast (2006) further highlighted that dining activities undertaken by international visitors at various dining establishments can stimulate feelings of involvement and place attachment, depending on the quality of food and service provision. Similarly, Sparks, Bowen, and Klag (2003) stated that both food and the physical environment are showcases for culture and can shape dining expectations in order to connect with the host culture.

Given the intensity of cultural interactions that are encountered by international visitors when dining on local food, it is imperative to incorporate food cultural-related aspects, such as food authenticity as factors that influence the dining expectation. Pratt (2007) explained that the concept of authenticity evokes a range of meanings such as original, genuine, real and true to itself. It relates to the quality attributed to a range of cuisines that are location specific. As revealed by Karim, Chua, and Salleh (2009), the food authenticity sought by foreign travelers involved local ingredients used in the dishes, food taste, as well as unique cooking method

and food presentation. Extending this perspective, Beer (2008) argued that authenticity might refer to the story and meaning pertaining to the place and culture of the food that is embedded as a representation of the culture. For many travelers in various circumstances, it is background stories, such as the origins of a particular ethnic food, that may appeal more than the food itself (Morgan, Watson, & Hemmington, 2008).

The literature has also recognized the association between previous visitor experiences and the intention to consume local food in the destination (Kwun & Oh, 2006; Ryu & Han, 2010; Ryu & Jang, 2006). Kwun and Oh (2006) asserted that past experience strongly affects future consumption-related expectations for the same experience. Moreover, they note that experienced consumers form their expectations differently relative to first-time consumers, even for the same products. This is due to their greater familiarity with and knowledge about the local product. Similarly, Seo, Kim, Oh, and Yun (2013) affirmed that having more experiences with local food can increase visitors' familiarity.

Research Method

A questionnaire-based survey was administered to a total of 349 international visitors to Indonesia. They were asked: 1) basic profiles relating to demographics and travel characteristics; 2) preconceptions or knowledge about local Indonesian food (open-ended questions); 3) attributes that were important to be expected prior to actual dining experiences with local Indonesian food (using a 5-point Likert scale). Given that the examination of dining expectations was undertaken while the respondents were in Indonesia, the term local food in this study refers to all local Indonesian food offered at any type of food establishment with which the visitors might engage during their trip. In most cases the participants were approached at Juanda International Airport Surabaya, East Java at the arrivals terminal, and in the lobbies of four- and five-star hotels in Surabaya and Malang, East Java. Considering the limitations of examining visitor expectations retrospectively, Wijaya, King, Nguyen, and Morrison (2013) proposed that the measurement of visitor dining expectations is better conducted prior to actual visitor encounters with local food

most were spending more than a week for travel, and the majority were traveling with a group.

Findings

Although most participants stated that they were visiting Indonesia for the first time, a majority (275 out of 349) had heard about local Indonesian food prior to visiting. It is more likely that respondents received information pertaining to local Indonesian food by word of mouth (WOM) from friends, family, or relatives, rather than through written sources like magazines or newspaper articles about Indonesian cuisines. The authors examined participant preconceptions on the basis of their knowledge about the most salient characteristics of local Indonesian food. The related findings are illustrated in the form of tag clouds in Figure 1. The words in the tag cloud with larger fonts are indicative of more frequent mentions by the participants.

As seen in Figure 1, *rice-based*, *spicy*, *tasty*, *sweet*, *mostly fried* (similar to *oily*), *herbs spices*, *sambal*, and *halal* were the words most frequently associated with local Indonesian cuisine. The first four words—*rice-based*, *spicy*, *tasty*, *sweet*—relate to food taste, while *herbs spices* and *sambal* refer to the ingredients used in the dishes. Moreover, *mostly fried* (*oily*) was the characteristic concerned with the way of cooking the food. Interestingly, participants' identification of major characteristics also revealed



that local Indonesian food was preconceived as *halal*. Given that Indonesia has the largest Muslim population in the world, the cuisines throughout the country should follow the beliefs of the Muslim religion; that is, they are free of nonhalal ingredients, such as pork. These findings pose important implications as to how culinary tourism in Indonesia could be promoted through the appropriate portrayal of food images to international visitors.

Important Expected Factors Prior to Dining With Local Indonesian Food

To determine the dimensionality of the dining expectation scale, 23 dining-related items were extracted using EFA applying the Varimax rotation

method. The results of the KMO measure of sampling adequacy revealed a value of 0.799, which was larger than the minimum cut-off point of 0.60. Bartlett's test of sphericity illustrated significance at a level of 0.000 [$\chi^2(253) = 1.783E3$]. As for the dimensionality of the scale assessing visitor dining expectations of local food, 59.24% of the total variance emerged from the analysis. This provides an indication that more than half of the variance can be explained by the solution of factor analysis, generating seven distinct factors. All newly extracted factors have Cronbach's alpha coefficients above 0.50; thus, they meet the minimum cut-off point as required (25). The seven extracted factors and the corresponding indicators or variables from EFA (Table 1) were found to be the following.

Table 1
Summary of EFA of Local Food Dining Expectations

Factor Name	Factor Loadings	Eigenvalue	Variance (%)	Reliability
Factor 1. Staff quality		4.977	21.64	0.72
Knowledgeable staff	0.737			
Responsive staff to specific needs	0.718			
Communicative staff	0.690			
Friendly staff	0.565			
Good description of dishes	0.510			
Factor 2. Sensory appeal		2.124	9.24	0.74
Food smells appealing	0.663			
Clean dining place	0.615			
The use of fresh ingredients	0.576			
Food tastes good	0.545			
Pleasant ambience/atmosphere	0.527			
Factor 3. Food uniqueness		1.734	7.54	0.064
Unique way of cooking the food	0.751			
Unique way of eating the food	0.717			
Unique way of presenting the food	0.704			
Factor 4. Local servicescapes		1.348	5.86	0.070
Dining place is representative of local culture	0.805			
Unique local décor	0.715			
Dining place provides a welcoming sense of the culture	0.578			
Factor 5. Food authenticity		1.238	5.38	0.060
Authentic taste	0.773			
Authentically spicy	0.721			
Exotic food	0.469			
Factor 6. Food familiarity		1.196	5.20	0.056
Flavored modified for the taste	0.855			
The use of familiar ingredients	0.725			
Factor 7. Food variety		1.009	4.39	0.051
Try local beverage in the dining experience	0.768			
Wide range of food available on the menu	0.763			

KMO = 0.799; Bartlett's test of sphericity: approx. $\chi^2(253) = 1.783E3$, sig = 0.000; Total variance explained = 59.24%; Extraction method: Principal Component Analysis; Rotation method: Varimax with Kaiser normalization; Rotation converged in seven iterations.

Factor 1: Staff Quality. Factor 1 contains five items: communicative staff, knowledgeable staff, responsive staff, friendly staff, and good description of dishes. This factor had the highest eigenvalue (4.977), 21.64% of the total variance, and a high reliability coefficient of Cronbach's alpha that equaled 0.72. The factor was labeled staff quality because it displayed a predominance of items that were associated with the competence of the dining staff. It was reasonable to expect adequate assistance from the staff during the experience of dining on local food, given that they were part of the local community with whom the participants were keen to interact. Additionally, participants were international visitors who might be unfamiliar with Indonesian food. As such, expecting good service from local staff was understandable as it was considered an important element in enhancing the quality of the dining experience with local food.

Factor 2: Sensory Appeal. Factor 2 had an eigenvalue of 2.124, accounting for 9.24% of the total variance, and a Cronbach's alpha of 0.74. It was articulated by five items related to: food smells appealing, clean dining place, the use of fresh ingredients, food tastes good, and a pleasant ambience. All are indicative of dining expectations provoked by human senses. In light of this, the factor was named sensory appeal. The emergence of this factor was thought provoking because the sensory appeal factor was extracted not merely by food-related elements, such as taste, smell, and freshness of the food. It was also determined by sensory appeal concerning the cleanliness and pleasant ambience of the dining establishment where the food consumption took place.

Factor 3: Food Uniqueness. Factor 3 showed an eigenvalue of 1.734, explaining 7.54% of the total variance, and a Cronbach's alpha of 0.64. Important among the items connected with this factor were: unique way of cooking the food, unique way of eating the food, and unique way of presenting the food. The food uniqueness factor is a reflection of Indonesian's unique way of preparing, serving, presenting, and eating the food.

Factor 4: Local Servicescapes. Factor 4 was interpreted as the local servicescapes factor comprising three items: dining place is representative of local culture, unique local décor, and dining place provides a welcoming sense of local culture. Unlike the food uniqueness factor, which put more emphasis on the food aspect, the three items extracted from the local servicescapes factor were closely associated with the physical aspect of dining, specifically reflecting the local culture. This factor obtained an eigenvalue of 1.348, described 5.86% of the total variance, and had a Cronbach's alpha of 0.70. According to Gibbs and Ritchie (2010), the provision of memorable food experiences during travel cannot be separated from the quality of food service establishments. Bitner (1992) described that servicescape comprises three dimensions: ambient conditions; spatial layout and functionality; and signs, symbols, and artefacts. In this study, local servicescapes were found to be closely associated with the physical aspect of dining representing local Indonesian culture. These aspects included: the unique design, décor, and layout of the dining establishment; how the place reflected local Indonesian culture (e.g., through traditional music played); and how it provided a sense of welcome to visitors. Such findings suggest the important role of this factor as the first "moment-of-truth" of the services encountered by the visitors, prior to the actual engagement with the local food itself.

Factor 5: Food Authenticity. Factor 5 had an eigenvalue of 1.238, explained 5.38% of the total variance, and had a Cronbach's alpha of 0.60. This factor emerged from the correlations of three items: authentic taste, authentically spicy, and exotic food, demonstrating a close link with the authenticity aspect. Food authenticity was the fifth external factor found to significantly contribute to shaping participant dining expectations. It is important to note that this result was in accordance with the preconceptions that the participants had (Fig. 1) regarding the major characteristics of Indonesian cuisines that they were required to describe at the beginning of the survey. Most of these initial descriptions were related to the taste of local Indonesian food, which was perceived as spicy, containing lot of herbs and spices, and authentic.

Factor 6: Food Familiarity. Factor 6 had an eigenvalue of 1.196, accounting for 5.20% of the total variance, and showed a Cronbach's alpha of 0.56. There were two items contributing to the emergence of this factor: flavor modified for taste and the use of familiar ingredients. The appearance of this factor in this study was notable, given that food authenticity, as discussed above, also emerged as a significant expected factor. Despite projecting expectations of seeking authenticity in the food, the participants nevertheless expected some familiarity with the local food they intended to eat. Here this constituted participant familiarity with food ingredients that were known, as well as a degree of flavor modification in the local dishes they wanted to eat. These findings imply that whereas visitors travel in search of novelty and strangeness, most need a degree of familiarity to enjoy their experience. The new factor of food familiarity that emerged from factor analysis in this research was evidence that this factor affects expectations involving dining on local food.

Factor 7: Food Variety. Factor 7 emerged as last factor from the analysis. This factor emerged from the correlation of two items: local drink in the destination, and wide range of food available. This factor had an eigenvalue of 1.009, explaining 4.39% of the total variance, and exhibited a Cronbach's alpha of 0.51. It is noteworthy to discover that the expectations concerning variety were not exclusively related to local food, but

also involved the presence of various options for local beverages.

In addition to these seven underlying factors and as is illustrated in Table 2, the MANOVA analysis indicates the influence of frequency of visit on dining expectations.

The Wilk's lambda of 0.894, the F value of 2.567, and the p value of 0.001 showed a statistically significant difference among respondents who traveled to Indonesia for the *first time*, *2–3 times*, and *more than 3 times* in terms of their overall dining expectations. In other words, a significant effect of the frequency of visit attribute was found on the visitor's dining expectation. Specifically, out of seven dining expectation factors, two dependent variables—*food authenticity* and *food familiarity*—recorded a significant value less than the cut-off of 0.05. With regards to *food familiarity*, and as illustrated in Table 2, participants who stated that they were *visiting Indonesia for the first time* expressed higher expectations (mean = 3.13) than those who had previously *traveled to the country 2–3 times* (mean = 2.70). In the context of this study, *food familiarity* pertains to the ingredients used and to the flavor of the food. Therefore, it is unsurprising to find that those who traveled to Indonesia for the first time expected to encounter food that was more familiar to them, compared with those who had visited Indonesia previously (assuming that they had previous dining experience with local Indonesian food). By contrast, in terms of *food authenticity*, those who had traveled previously to

Table 2
Summary of MANOVA Analysis Based on Respondent Frequencies of Travel

Factors Influencing Dining Expectations	Frequency of Visit			p Value
	First-Time Visit	2–3 Times Visit	More Than 3 Times Visit	
1. Staff quality	4.19	4.16	4.28	0.425
2. Sensory appeal	4.38	4.44	4.45	0.405
3. Food uniqueness	3.37	3.57	3.59	0.084
4. Local servicescape	3.58	3.50	3.58	0.784
5. Food authenticity	3.60 ^a	3.65	3.89 ^a	0.021*
6. Food familiarity	3.13 ^a	2.70 ^a	2.88	0.003*
7. Food variety	3.87	3.76	3.76	0.490
Participants (n)	213	59	60	

Wilks' lambda = 0.894; F value = 2.567; p value = 0.001.

^aThe presence of significant β .

* $p \leq 0.05$.

the country projected significantly higher expectations concerning this factor than those who were first-time visitors. This finding is reasonable, given the assumption that those who had traveled to Indonesia might have experienced dining on local Indonesian food during their previous visit, which in turn would build their conception about how the delivery of authentic traditional Indonesian cuisine.

Discussion

This study revealed seven external factors affecting participant expectations about local Indonesian food prior to the actual dining experience. Presented in order of importance, these seven factors were: staff quality, sensory appeal, food uniqueness, local servicescapes, food authenticity, food familiarity, and food variety. Each is now discussed in detail.

Staff quality appeared to be the most important factor anticipated by participants. In this study, staff quality comprised the attributes relating to the ability of local staff to provide adequate information about local food, to offer responsive and friendly services, as well as to communicate well with the participants. It was reasonable to expect adequate assistance from the staff during the experience of dining on local food, given that they were part of the local community with whom the participants were keen to interact. Additionally, participants were international visitors who might not be familiar with Indonesian food. As such, expecting good service from local staff was understandable as it was considered an important element in enhancing the quality of the dining experience with local food. The importance of this aspect was also confirmed by Gibbs and Ritchie (2010), who stated that besides the food that is being consumed at dining establishments, staff capacity in providing services to customers is also a key determinant in providing memorable dining experiences.

Sensory appeal was found to be the second most important factor anticipated by participants prior to dining, indicative of dining expectations stimulated by human senses. The emergence of this factor in the research was thought provoking since the sensory appeal factor was not exclusively extracted by food-related elements, such as taste,

smell, and freshness of the food. It was also determined by the cleanliness and pleasant ambience of the dining establishment where the food consumption occurred. This evidence suggests that, in dining, the role of items beyond food are considered by international visitors as being just as essential as the food itself and, as such, should not be overlooked by relevant tourism authorities. Kivela and Crotts (2006) noted that dining experiences should offer a pleasurable sensory experience because they involve stimuli from the food that is seen, smelt, tasted, touched, and felt. The results of this study confirm this belief. It has been found that sensory appeal plays a critical role in motivating participants to try the local food, even if they were unfamiliar with it beforehand.

Food uniqueness was the third factor contributing to participant dining expectations, including ways of cooking, presenting, and eating local food in ways that were considered different from what they experienced at home. In other words, the food uniqueness factor in this study reflects Indonesian's unique way of preparing, serving, presenting, and eating the food. As found in Jang et al.'s study (2009), the food uniqueness factor was represented by sensory-related aspects, such as being exotic, spicy, and aromatic. However, the findings of this study revealed that the unique aspect of local cuisines composed of elements of food quality outside of the sensory appeal attributes. As described in the preceding paragraph, sensory appeal emerged as a distinct factor with a significant influence on participant expectations.

According to Smith, Costello, and Muenchen (2010), the provision of memorable food experiences during travel cannot be separated from the quality of food service establishments. In this study the local servicescape was found to be a significant external factor affecting participant dining expectations with local Indonesian food. Local servicescapes were closely associated with the physical aspect of dining representing local Indonesian culture. These aspects included: the unique design, décor, and layout of the dining establishment; how the place reflected local Indonesian culture (e.g., through traditional music played); and how it provided a sense of welcome to visitors. The results suggest that the important role of this factor was the first "moment-of-truth" of the services encountered

by the visitors, prior to the actual engagement with the local food itself.

Food authenticity was the fifth external factor found to contribute significantly to shaping participant dining expectations. The emergence of food authenticity as a distinct extracted factor incorporated: the authentic taste of the food; authentic spiciness of the food; and any local dishes that the diners found to be exotic. It is important to note that this result was in accordance with the preconceptions that the participants had regarding the major characteristics of Indonesian cuisines that they were required to describe at the beginning of the survey. As was discussed previously, most of these initial descriptions relate to the taste of local Indonesian food, which was perceived as *spicy*, *containing lot of herbs and spices*, and *authentic* (see Fig. 1).

Along with authenticity, food familiarity was the sixth important factor significantly influencing participant dining expectations. The appearance of this factor in the present study was notable, given that food authenticity, as discussed above, also emerged as a significant expected factor. Despite projecting expectations of seeking authenticity in the food, the participants nevertheless expected some familiarity with the local food they intended to eat. Here this constituted participant familiarity with food ingredients that were known, as well as a degree of flavor modification in the local dishes they wanted to eat. These findings imply that whereas visitors travel in search of novelty and strangeness, most need a degree of familiarity to enjoy their experience. The emergence of food familiarity that emerged from the factor analysis was evidence of its influence on expectations involving dining on local food.

Food variety was the last factor significantly affecting participant expectations. It encompassed two items: the wide range of local dishes that cater to participant preferences or needs; and the availability of local Indonesian beverages that participants might want to experience. It is noteworthy that expectations concerning variety were not exclusively related to local food, but also involved the presence of various options for local beverages.

This study also revealed that frequency of visit to Indonesia had a significant influence on participant dining expectations. Differences were identified between the groups with regard to the expected level of two factors: food familiarity and food

authenticity. First-timers expressed higher expectations of familiarity with local food than repeat visitors. By contrast, in terms of food authenticity, repeat visitors projected significantly higher expectations concerning food authenticity than first-timers. This finding is reasonable, given the assumption that repeat visitors to Indonesia may have dined on local Indonesian food during their previous visits. This would, in turn, help build their conception about how authentic traditional Indonesian culinary should be delivered. This finding accords with Kwun and Oh (2006), who concluded that past experience affects future consumption-related expectations for the same experience. They note that experienced consumers form their expectations differently than first-timers, even for the same products. This is due to their greater familiarity and level of knowledge about the local product.

Conclusions and Recommendations

With respect to the geographical context, this study has enriched the body of hospitality management literature by providing a better understanding of culinary tourism in Indonesia, one of Southeast Asia's emerging tourism destinations. This is noteworthy as the existing literature has been mainly concerned with the culinary tourism offerings in Western and more developed destinations. Therefore, this study provides a space for academic discussions related to culinary tourism from the Asian perspective. The results show seven underlying factors that affect participant dining expectations with local Indonesian food: *staff quality*; *sensory appeal*; *food uniqueness*; *local servicescapes*; *food familiarity*; *food authenticity*; and *food variety* factors. In terms of frequency of travel, the finding shows significant differences between first time and repeater travelers in expecting *food authenticity* and *food familiarity* factors.

As an exploratory study, this research has offered a practical contribution to Indonesia's tourism industry to the improved understanding of international visitor dining behavior. It is anticipated that the findings will assist relevant stakeholders to design their culinary tourism strategies on a market-driven basis. Foodservice providers in Indonesia need to be aware of these facts and attempt to accommodate different dining expectations when catering

to international visitors. This could be done, for instance, by providing options for the food spiciness level because not all international visitors can accept spicy food, especially those who are traveling to Indonesia and experiencing the local food for the first time. Furthermore, because staff service quality and food cultural-related factors appeared to be dominant in shaping local food dining expectation, it is important for relevant Indonesian government bodies like the Ministry of Tourism and Creative Economy to support the industry with adequate training such as language and communications in cross-cultural contexts.

Despite this study's significant contributions, several limitations should be acknowledged. First, due to resource constraints, the empirical investigation was only conducted in the geographical scope of Surabaya and Malang cities in East Java province, thereby leading to possible bias because of the cultural setting. On this basis, the study does not claim to represent the whole of Indonesia with its diverse food cultures. Accordingly, this research should not be interpreted as being representative of the general experiential examination on dining with all local Indonesian food. It is therefore recommended that future studies should be conducted in other destination contexts and/or in other cultural settings. Second, in terms of the sample representativeness, the number of participants from Asian countries was less than those residing in non-Asian countries. As a consequence, although a total of 349 international visitors participated in this study, the number was still relatively small. If the researchers were to conduct a comprehensive group comparison on the basis of sociodemographics and travel characteristics, a larger and more representative sample would be required. For instance, visitors originating from within the Southeast Asian region may have different expectations to those from the West. Therefore, to enhance reliability and the validity of the data, it is recommended that a larger and more heterogeneous sample size should be considered.

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Dear Serli,

Thank you to you for submitting your paper to TCC and for your patience in awaiting the arrival of the reviewers' reports.

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Thank you for your contribution to *Tourism, Culture and Communication* and we look forward to your response. Please find attached the detailed reviewers' feedback for your consideration.

Best Regards,
Wantanee Suntikul & Brian King
Editors: Tourism, Culture & Communication
<https://www.cognizantcommunication.com/journal-titles/tourism-culture-a-communication>

School of Hotel and Tourism Management
The Hong Kong Polytechnic University

17 Science Museum Road
TST East, Kowloon, Hong Kong

Tel: +852-3400 2177; +852-3400 2182; Fax: +852-2362-9362 Email: tccjournal@polyu.edu.hk
Website: www.polyu.edu.hk/htm

From: SUNTIKUL, w [SHTM]

Sent: Friday, December 2, 2016 6:06 PM

To: Serli Wijaya; TCC Journal [SHTM]; elizabeth.agyeiwaah@connect.polyu.hk
Subject: Re: Information on review result of TCC manuscript

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[Quoted text hidden]



Combined comments_What To Expect.docx

17K



Revised Manuscript for TCC

3 messages

Serli Wijaya <serliw@petra.ac.id>

Tue, Jan 17, 2017 at 11:47 AM

To: "TCC Journal [SHTM]" <tcc.journal@polyu.edu.hk>

Cc: "KING, Brian [SHTM]" <brian.king@polyu.edu.hk>

Dear Wantanee,

Re: TCC, Revision of the Manuscript "Destination Encounters with Local Food: the Experience of International Visitors in Indonesia".

Thank you for your email on 4th December 2016 regarding decision on my manuscript submitted for inclusion in the TCC.

We would like to sincerely thank you and two reviewers for their constructive feedback. The article has been substantially revised according to the comments and suggestions and we believe that our revised paper has significantly improved. We hope that our revisions have brought our paper to TCC publication standard.

Please find attached 3 files of:

1. table of response addressing the reviewers' feedback,
2. the revised manuscript,
3. the revised table and figure

Should you have any other issues or enquiries, please do not hesitate to contact me.

Yours sincerely,

On behalf of the authorship team

Serli Wijaya

Management Study Program

Faculty of Economics & Business

Petra Christian University Surabaya

Ph: +62 822 457 878 37

Email: serliw@petra.ac.id

On Sun, Dec 4, 2016 at 6:03 PM, TCC Journal [SHTM] <tcc.journal@polyu.edu.hk> wrote:

Dear Serli,

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3 attachments

 **WhatToExpect_TCC_Revised_TableFigure.docx**
368K

 **TCC_Table_of_Responses.docx**
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 **WhatToExpect_TCC_Revised_Manuscript.docx**
97K

KING, Brian [SHTM] <brian.king@polyu.edu.hk>
To: Serli Wijaya <serliw@petra.ac.id>

Tue, Jan 17, 2017 at 12:05 PM

Thanks Serli!!!

Get [Outlook for iOS](#)

From: Serli Wijaya <serliw@petra.ac.id>
Sent: Tuesday, January 17, 2017 12:47:11 PM
To: TCC Journal [SHTM]
Cc: KING, Brian [SHTM]
Subject: Revised Manuscript for TCC

[Quoted text hidden]



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TCC Journal [SHTM] <tcc.journal@polyu.edu.hk>

Tue, Jan 17, 2017 at 12:59 PM

To: Serli Wijaya <serliw@petra.ac.id>

Cc: "KING, Brian [SHTM]" <brian.king@polyu.edu.hk>, "SUNTIKUL, w [SHTM]" <w.suntikul@polyu.edu.hk>

Dear Dr /Prof. Serli Wijaya,

Thank you for your e-mail. This e-mail is to confirm that we have received your revised manuscript titled ***"Destination encounters with local food: The experience of international visitors in Indonesia."***

We will keep you updated of the progress of your manuscript.

Best Regards,

Liz

Journal Administrator: Tourism, Culture & Communication

<https://www.cognizantcommunication.com/journal-titles/tourism-culture-a-communication>

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From: Serli Wijaya <serliw@petra.ac.id>
Sent: Tuesday, January 17, 2017 12:47 PM
To: TCC Journal [SHTM]
Cc: KING, Brian [SHTM]
Subject: Revised Manuscript for TCC

Dear Wantanee,

[Quoted text hidden]

[Quoted text hidden]



[Quoted text hidden]



Assignment of copyright

2 messages

TCC Journal [SHTM] <tcc.journal@polyu.edu.hk>

Thu, Apr 13, 2017 at 4:42 PM

To: Serli Wijaya <serliw@petra.ac.id>

Cc: "KING, Brian [SHTM]" <brian.king@polyu.edu.hk>, "SUNTIKUL, w [SHTM]" <w.suntikul@polyu.edu.hk>

Dear Dr /Prof. Serli Wijaya,

Thank you for publishing your paper with TCC. In line with your accepted manuscript scheduled to be published in TCC Vol. 17(2), please find attached a form for assignment of copyright to complete.

Kindly scan your completed form and send via email.

Best Regards,

Liz

Journal Administrator: Tourism, Culture & Communication

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Website: www.polyu.edu.hk/htm

From: Serli Wijaya <serliw@petra.ac.id>

Sent: Tuesday, January 17, 2017 12:47 PM

To: TCC Journal [SHTM]

Cc: KING, Brian [SHTM]

Subject: Revised Manuscript for TCC

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On behalf of the authorship team

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Management Study Program

Faculty of Economics & Business

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Ph: +62 822 457 878 37

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Serli Wijaya <serliw@petra.ac.id>

Thu, Apr 13, 2017 at 5:41 PM

To: "TCC Journal [SHTM]" <tcc.journal@polyu.edu.hk>

Cc: "KING, Brian [SHTM]" <brian.king@polyu.edu.hk>, "SUNTIKUL, w [SHTM]" <w.suntikul@polyu.edu.hk>

Dear TCC editorial team,

Thank you for your email. Please find attached, the completed assignment of copyright form as required. Once again, I thank you all for giving me the opportunity to publish my paper on TCC journal. May the work would be beneficial to the journal readers. Have a lovely evening and Happy Easter to you :)

Sincerely,
Serli

Serli Wijaya, PhD., CHE.
Senior Lecturer, Hotel Management Program
Faculty of Economics & Business
Petra Christian University
Jalan Siwalankerto 121-131 Surabaya
East Java - Indonesia
Website: www.petra.ac.id
Phone: +62 31 2983084
Mobile: +62 822 45787837

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