

## EDITOR'S NOTE

In the 12th year of the publication of the TEAM Journal of Hospitality and Tourism, the journal will roll out two issues per year (June and December issue). Given the increasingly quality papers that the journal has been receiving, it is time to increase the frequency of the publication.

For Volume 12, Issue 1, a total of six (6) research articles, one (1) industry analysis and two (2) book reviews are captured. Papers for this issue originate from Malaysia, Japan, India, Tanzania, and Bangladesh.

Out of the six research articles, four papers are focussed on the issues and challenges of the hotel industry. The articles of **Raimond Selke**, **Ang Lay Hoon** and **Torsten Schaar** relate to understanding communication issues in the Malaysian hotels, and the sentiments associated with using technology based solution to improve communication, and ultimately guest satisfaction. In the hotel scene too, the study by **Liew Pit Woon** and **Christian Kahl** prove that there is a strong positive relationship between employees empowerment and employees satisfaction.

In a similar hotel study, **Paul Michael Mugassa** analysed the outsourcing of hotel services in Tanzania which is found to be only critical for non-core services of the hotel like laundry, security, purchasing, cleaning, catering and leisure services. In another research in Tanzania, **Abidan Aisario Mrema** carried out an assessment to study the contribution of tourist hotels in socio-economic development. His findings conclude that the investment by tourist hotels are of minimal benefit for the community.

For the tourism articles, **Sonia Khan** presents a discussion on the concept of 'slow tourism'. The study brings to light the seemingly paradoxical concerns of the dilemmas in slowing down in the fast world that we live in. In another study, **Mohammed Syedul Islam** and **Evana Nustrat Dooty** estimate the willingness to pay for different nature-based tourism sites in Bangladesh. The value they calculated are recommended for the sustainable development of the destinations.

In the "Industry Perspective" column, **Datuk Dr. Victor Wee Eng Lye** discusses the challenge of conserving and protecting heritage sites in Asia. According to him, good destination planning and management of the sites with sustainable practices can enhance the benefits of tourism while mitigating the negative effects. Long term sustainability is only possible through concerted actions and collaboration among various players along the long and complex supply chain which include the relevant ministries, the private sector, the potential investors and also the local communities.

Volume 12, Issue 1, concludes with two critical book reviews. The first review is on the 2014 publication, "Managing Cultural Differences", reviewed by **Joaquim Dias Soeiro**; the second review is on the 2013 book, "Cross-cultural Analysis: The Science and Art of Comparing the World's Modern Societies and their Cultures", reviewed by **Aarash Baktash**.

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