

Dr John Ap

Associate Professor
School of Hotel and Tourism Management
The Hong Kong Polytechnic University

Areas of Research Expertise

- Impacts of tourism
- Social and cultural aspects of tourism
- Consumer/tourist behaviour
- Theme parks
- Tourism planning

Areas of Teaching Expertise

- Tourism planning
- Research methodology
- Theme parks
- Social psychology of tourism
- Contemporary tourism issues

Personal Introduction

Dr. John Ap is an Associate Professor in Tourism Management. He has published over 80 scholarly publications including refereed journal papers, book chapters and conference papers. He has also been involved in a range of consultancy and/or consultancy - type projects involving tourism and recreation planning studies, theme park studies, and market research surveys. Dr. Ap joined the Hong Kong Polytechnic University in 1992. Prior to becoming an academic he had worked eleven years as certified town planner in Australia where he specialised in open space, recreation and tourism planning. Senior positions previously held include Project Manager with the Tourism Commission of New South Wales; Associate Head of School; and Undergraduate Programmes Director in the School of Hotel & Tourism Management.

Qualifications

[Academic qualifications]

- Ph.D. (1992) Texas A & M University
- MA (Hons) (1985) The Wollongong University
- Cert. TCP (1982) New South Wales Department of Local Government, Australia (Certificate No. 589)
- Grad Dip. Recn Plng (1976) Canberra University
- Dip. Urban Stud. (1975) Macquarie University
- B.A. (1974) University of New South Wales

[Editorial Board Memberships]

- Tourism Analysis
- Event Management
- Tourism Review International (formerly Pacific Tourism Review)

[Professional Affiliations]

- Planning Institute of Australia (formerly Royal Australian Planning Institute)
- Council for Australian University Tourism & Hospitality Education

[Recent Research Grants]

- Tourism Administration in China (2004 to present)
- Impacts of the 2008 Beijing Olympics (2003 to present) Community Perceptions of the Impacts of Hong Kong Disneyland (2000 to present) Mainland Chinese Travel Demand Patterns for Hong Kong (1999-2002)
- Development of an Inter-relationship Model of the Policy-making Process and Its Application in the Chinese Mainland Context. (1997-99)

[Awards]

- 2001 Jackson Memorial Fellowship, Griffith University, Australia
- 1998 Journal of Travel Research Best Article Award – “Developing and Testing a Tourism Impact Scale” (1999)
- Outstanding Consultancy Award for the Largest Consultancy Project Category – “An Evaluation of the Need to Upgrade the Service Professionalism of Hong Kong's Tour Co-ordinators”, The Hong Kong Polytechnic University (1998)
- Who's Who in the Asia Pacific. 3rd edition (1998)
- Phi Beta Delta, Honour Society for International Scholars (1988)
- Commonwealth University Scholarship (1973-75)

Publications

[Scholarship and Publications]

Dr. Ap's area of specialism is perceptions of tourism impacts and his publications on tourism impacts are well known internationally for their quality. His academic research and publications primarily focus on the social psychology of tourism. Involvement in other scholarly activities include various executive positions held in the Asia Pacific Tourism Association, Chairman of the Board of Examiners or External Examiner for various graduate theses and supervision of graduate research students.

- Selected Journal Articles:

- Zhou Yong and John Ap (in press) Residents' Perceptions Towards the Beijing 2008 Olympic Games. *Journal of Travel Research*.
- Tsang, Nelson and John Ap (2007) Tourists' Perceptions of Relational Quality Service Attributes: A Cross-Cultural Study. *Journal of Travel Research* 5(3):355-363.
- Ap, John (2001) Tourists' Perceptions of their Level of Contact with Host Residents. *Pacific Tourism Review* 5(1/2): 49-56.
- Ap, John and John L. Crompton (1998) Developing and Testing of a Tourism Impact Scale. *Journal of Travel Research*. 37 (Nov) pp.120-130.
- Ap, John and John L. Crompton (1993) Residents' Strategies for Responding to Tourism Impacts. *Journal of Travel Research*. 32(1):47-50.
- Ap, John (1992) Residents' Perceptions of Tourism Impacts. *Annals of Tourism Research*. Vol. 19 (4):665-690.
- Ap, John (1990) Residents' Perceptions Research on the Social Impacts of Tourism: Past, Present and Future. *Annals of Tourism Research*. 17(4):610-616.

- Selected Book Chapters:

- Ap, John (2004) Inter-Cultural Behaviour: Glimpses of Leisure from an Asian Perspective in Weiermair, K. and Mathies, C. (eds.) *The Tourism and Leisure Industry: Shaping the Future*. Binghamton, NY: The Haworth Hospitality Press, pp. 123- 134.

- Bauer, Thomas and Ap John (2004) Sustainable Tourism in Mottershead, T. (ed.) *Sustainable Development in Hong Kong*. Hong Kong: Hong Kong University Press, pp.445-466.
- Lew, Alan, Lawrence Yu, John Ap and Guangrui Zhang (editors) (2003) *Tourism in China*. Binghamton: Haworth Hospitality Press.
- Wang Suo Sheng and John Ap (2003) An Overview and Assessment of Marketing in the Peoples' Republic of China. In Lew, Alan, Lawrence Yu, John Ap, and Guangrui Zhang (editors) *Tourism in China* Binghamton: Haworth Hospitality Press, pp. 217-235.
- Ap, John (2003) An Assessment of Theme Park Development in China. In Lew, Alan, Lawrence Yu, John Ap and Guangrui Zhang (editors) *Tourism in China* Binghamton: Haworth Hospitality Press, pp. 195-214.

- Selected Refereed Conference Papers:

- Zhou, Y. and John Ap (2007) Residents' Perceptions Towards the Impacts of the Beijing 2008 Olympic Games. Proceedings of the 16th Annual Conference **Council for Australian University Tourism and Hospitality Education (CAUTHE)**, Manly
- Chan, Elaine and John Ap (2003). Residents' Perceptions of Hong Kong Disneyland and its Impacts Using Social Representations Theory in Griffin, T. and Harris, R. (eds.) 9th Asia Pacific Tourism Association Annual Conference Proceedings: Current Research – Future Strategies for Bridging Uncertainty, Vol. 2, July 6 - 9, Sydney Australia, pp. 681-689.
- Siu, Yolina and John Ap (2003). The Impact of Service Providers' Behaviors on Airline Customer Satisfaction. in Griffin, T. and Harris, R. (eds.) 9th Asia Pacific Tourism Association Annual Conference Proceedings: Current Research –Future Strategies for Bridging Uncertainty, Vol. 2, July 6 - 9, Sydney Australia, pp. 794- 801.
- Ap, John and Dora Pang (2002). Community Perceptions of Eco-Tourism. Proceedings of the 33rd Annual Travel & Tourism Association Conference, June 23-26, Alexandria, Va. USA. (CD-rom)
- Ap, John (2001). Community Reactions to Hong Kong Disneyland and Management Implications for the Tourism Industry. Proceedings of the TTRA European Chapter Conference, April 22-25 2001, Sweden. (CD-rom)
- Ap, John (2000) Understanding the Asian Respondent when Conducting Tourism Research: Some Challenges, Pitfalls and Tips. In Nickerson, N., Neil Mosey & K. Andereck (eds) 31st Annual Conference Proceedings Travel and Tourism Research Association. San Fernando Valley, USA, June 11-14. pp. 282-290.
- Ap, John and Pamela S.Y. Ho (2000) Motivations and Guests' Perceptions of Their Visit to a Theme Park. In McKellar, B. (Ed) Proceedings of the 2000 Asia Pacific Tourism Association Conference – Tourism - A Strategic Industry in Asia and Pacific: Defining Problems and Creating Solutions (Supplementary papers). Phuket, Thailand, June 28-July 1. pp. 10-16.
- Chong, King and John Ap (1999) Development of a Tourism Policy-Making Process Model. In Miller, J. (Ed) Proceedings of the Fourth Annual Graduate Education and Graduate Students Research Conference in Hospitality and Tourism. Las Vegas, USA January 4-6. 1999 pp.240-249.
- Ap, John and Peter Sandiford (1998) Staff and Guest Perceptions of the Importance of Theme Park Attributes in an Asian Theme Park. Proceedings of the 1998 Asia Pacific Tourism Association Conference. Tanyang, Korea, August 23-25. pp. 67-71.
- Ap, John and Lisa Yip (1997) Frequent Flyer Programmes: Its Importance and Effectiveness in Developing Customer Loyalty. In Bushell, R. (Ed) Proceedings of the International Tourism Research Conference - Tourism Research: Building a Better Industry. Sydney, Australia, July 6-9. Canberra: CAUTHE / BTR pp. 410-431.

- Other Selected Publications:

- Ap, John (2003) Research Challenges and Issues Facing the Tourism Educator. Invited keynote paper presented at the Tourism Educators of Schools, Colleges and Universities (TESCU) Annual Convention, September 19-20, 2003, Manila, Philippines.
- Ap, John (2003) What's Next? Trends & Challenges for Global Business and Its Implications for the Hospitality Industry. Invited keynote paper presented at the Inaugural Association of South East Asian Nations Tourism Association (ASEANTA) Management Summit, December 4-5, Kuala Lumpur, Malaysia.
- Ap, John and Wong, Kevin. (2001) What's in it for Me? Tourists' and Residents' Perceptions of Hong Kong Disneyland. Preparing for Hong Kong Disneyland Conference, February 19-20, 2001, Hong Kong. Tourism Commission, Hong Kong SAR Government.
- Pine, Ray, John Ap & Kevin Wong (1999) Position Paper on the Future of the Hong Kong Tourism Industry. Hong Kong: The Hong Kong Polytechnic University. (30 pages)
- Ap, John and Barry Mak (1996) Sai Kung Tourism and Recreation Development Plan - Tourism Activities and Events. Hong Kong: Sai Kung Development Foundation. (20 pages)
- Ap, John and Hiedi Chan (1997) Residents' Perceptions of Tourists and the Tourist Characteristics Scale. Abstracts from the 1997 Symposium on Leisure Research Symposium, National Park and Recreation Association, San Antonio, USA, October 1997. p. 80
- Ap, John and May Lee (1996) Service Quality and Customer Satisfaction with Airline Ground Services in Hong Kong. Paper presented at the 1996 Annual CHRIE (Council of Hotel, Restaurant and Institutional Educators) Conference, Washington D.C., USA. August 7-10.
- Ap, John and Leong, Choon Chian David (1996) A Preliminary Survey of Major Leisure and Entertainment Facilities in Asia. Invited paper presented at the Trends in Leisure and Entertainment Conference, Singapore, March 20-23, 1996.
- Ap, John (1995) Level of Contact and Residents' Perceptions of Tourism Impacts. Abstracts from the 1995 Symposium on Leisure Research Symposium, National Park and Recreation Association. San Antonio, USA, October 1995. p.119.

- Other Selected Scholarly Activities:

- External Examiner, Certificate in Travel & Tourism, School of Professional and Continuing Education, Hong Kong University (2002 to present)
- External Examiner, Diploma in Travel and Tourism, Hong Kong Institute of Vocational Education (Haking Wong) (2001 to present)
- Member, Advisory Committee, Master of Arts in Sports & Recreation Management joint programme, Victoria University, Australia and the School of Professional and Continuing Education (SPACE), Hong Kong University (2001 to present)
- Conference Chair, 5th Asia Pacific Tourism Association Annual Conference, Hong Kong SAR, China, August 23-25, 1999.
- President, Asia Pacific Tourism Association (1998-99).
- Chief supervisor or co-supervisor for MSc. and M.Phil. students in the School of Hotel and Tourism Management, Department of Business Studies and Department of Management, The Hong Kong Polytechnic University
- Local supervisor for part-time Ph.D. students, Strathclyde University, United Kingdom (1994 to 2000).
- Chairman, Board of Examiners for M.Phil. and DBA candidates from the Department of Marketing and Management, the Hong Kong Polytechnic University (1998 to present).
- External Examiner, Diploma in Leisure & Tourism Studies, Hong Kong Institution of Vocational Education - Haking Wong (1998 -2000).

- External Examiner, Higher Diploma in Travel & Tourism Management, Hong Kong Institute of Vocational Education - Chai Wan (1997 to 2000).
- Member, Management Committee, Adventist International Institute of Advanced Studies, Philippines (1996 to 2002).
- External Thesis Examiner and Thesis Proposal Committee Member, Master of Science in Sport and Recreation Management, Victoria University of Technology, Australia (1996 to present).
- Co-Chairman, Inaugural Conference of Asia Pacific Tourism Association Conference, Pusan, South Korea, September 21-24, 1995.
- National representative – Hong Kong, Asia Pacific Tourism Association (1995 to present).

Consultancies

Consultancy and professional practice activities have focussed on tourism planning, theme park studies and consumer market surveys. Besides the items reported below, Dr. Ap has been responsible for the preparation of over 20 major professional reports, plans or papers when he was in professional planning practice.

- Sai Kung Tourism Potential Study (2007). Sai Kung District Council, Hong Kong.
- Ramoji Film City Assessment & Evaluation Study (2006). Ramoji Film City, Hyderabad, India.
- Maxim's Foodservice Survey at Ocean Park (2004). Maxim's Caters Limited, Hong Kong.
- Tourism Advisor, UNESCO Bangkok, Local Efforts in Asia & Pacific (LEAP) Project. (1999 to 2003).
- Evaluation and Assessment of Theme Park Development in China During the 1990s (1999). International Association of Amusement Parks and Attractions, USA.
- Position Paper on the Future of the Hong Kong Tourism Industry (1999). Department of Hotel and Tourism Management, The Hong Kong Polytechnic University.
- Hong Kong as a Regional Travel and Tourism Centre (1999). Hong Kong Business and Professionals Federation.
- Arts / Cultural Tourism Position Paper (1999). Hong Kong Tourist Association and Hong Kong Arts Development Council.
- Ocean Park Guest Exit Surveys (1993 to present). Twice annual market survey of guests. Ocean Park Corporation, Hong Kong.
- An Evaluation of the Need to Upgrade the Service Professionalism of Hong Kong's Tour Co-ordinators (1997-98). Hong Kong Association of Tour Co-ordinators.
- Asian Theme Park Surveys (1993-95). Annual survey of amusement and theme parks in Asia. International Association of Attractions and Amusement Parks, USA.
- Nanjing Theme Park Feasibility Study (1994). Ocean Park Corporation, Hong Kong.
- Ocean Park Food Kiosk and Restaurant Survey (1993/94). LSG Lufthansa Service Asia Ltd., Hong Kong.

- Other Selected Scholarly Activities:

- Member, Hotel, Catering and Training Board, Vocational Training Council, Hong Kong SAR Government (2007 to present).
- Member, Working Group on Standards-Referenced Reporting for HK Department of Secondary Education – Tourism & Hospitality Studies, HK Examinations & Assessment Authority, Hong Kong SAR Government (2007 to present).
- Member, Curriculum Working Group for Tourism and Hospitality Studies, Education Bureau, Hong Kong SAR Government (2006 to present).

- External Examiner, Certificate in Travel & Tourism, School of Professional and Continuing Education, Hong Kong University (2002 to 2006).
- Member, Advisory Committee, Master of Arts in Sports & Recreation Management joint programme, Victoria University, Australia and the School of Professional and Continuing Education (SPACE), Hong Kong University (2001 to present).
- External Examiner, Diploma in Travel and Tourism, Hong Kong Institute of Vocational Education (Haking Wong) (2001 to 2006).
- Conference Chair, 5 th Asia Pacific Tourism Association Annual Conference, Hong Kong SAR, China, August 23-25, 1999.
- External Examiner, Diploma in Leisure & Tourism Studies, Hong Kong
- Institution of Vocational Education - Haking Wong (1998 -2000).
- External Examiner, Higher Diploma in Travel & Tourism Management, Hong Kong Institute of Vocational Education - Chai Wan (1997 to 2000).
- Member, Management Committee, Adventist International Institute of Advanced Studies, Philippines (1996 to 2002).
- National representative – Hong Kong, Asia Pacific Tourism Association (1995 to 2006).

Additional Information

- Summary of Supervision of Higher Degrees:

- 2008 – present: Chief supervisor – Ph.D. Programme for Dan MUSINGUZI – Residents' Perceptions Towards the Impacts of Tourism in Limpopo Province, South Africa.
- 2007 - present: Co-supervisor - Ph.D. Programme for Alex GRUNEWALD - Risk Factors in Assessing Hotel Investment Decisions in China. School of Hotel & Tourism Management, The Hong Kong Polytechnic University.
- 2006 - 2008: Chief supervisor - MPhil. Programme for LAM Chi Chiu Samuel – At tributes and Impacts of Film Tourism Development: Perceptions of Visitors and Local Residents, School of Hotel & Tourism Management, The Hong Kong Polytechnic University.
- 2004 - 2006: Chief supervisor - MPhil. Programme for WANG Dan – Factors Affecting the Implementation Capability of Local Tourism Administration Organisations in Policy / Plan Implementation in China, School of Hotel & Tourism Management, The Hong Kong Polytechnic University.
- 2003 - 2007: Chief supervisor - Ph.D. programme for ZHOU Yong, Joe – Government & Residents' Perceptions of the Impacts of a Mega Event: The 2008 Beijing Olympics, School of Hotel & Tourism Management, The Hong Kong Polytechnic University.
- 2003 - 2007: Chief supervisor – DBA thesis for Mr. KAY Andrew – International Exhibition Organisers in China, Department of marketing and Management, The Hong Kong Polytechnic University.
- 2002 - 2004: Chief supervisor - MPhil. programme for CHAN Ah Heung, Elaine – Residents Perceptions Towards Hong Kong Disneyland and Its Impacts. School of Hotel & Tourism Management, The Hong Kong Polytechnic University.
- 2000 - 2007: Chief Supervisor – Ph.D. programme for TSANG, Kee Fu Nelson – The Meaning of Service from an Asian Perspective. School of Hotel & Tourism Management, The Hong Kong Polytechnic University.
- 2001 - 2008: Co--supervisor – Ph.D. programme for HO, S.Y. Pamela – Marketing of Cultural Heritage Tourism. School of Hotel & Tourism Management, The Hong Kong Polytechnic University.
- 1998 - 2001: Co-supervisor - MPhil. programme for SO Ho Fai – Relationship Quality and Business Performance in the Interactive Environment, Department of Business Studies, The Hong Kong Polytechnic University.

- 1997 - 1999: Chief supervisor, MPhil. programme for CHONG King – Development of an Inter-relationship Model of the Policy-making Process and Its Application in the Chinese Mainland Context. Department of Hotel & Tourism Management, The Hong Kong Polytechnic University.
- 1996 - 2000: Local Supervisor - Ph.D. programme for MAK Lui Ming Barry - Strathclyde University.
- 1996 - 1999: Local Supervisor - Ph.D. programme for ZHANG Qiu Hanqin - Strathclyde University.
- 1996 - 1998: Chief Supervisor - MPhil. programme for WANG Shou Sheng, Samson - Image Analysis of the Pearl River Delta as a Sub-regional Travel Destination. Department of Hotel & Tourism Management, The Hong Kong Polytechnic University.
- 1995 - 1997: Chief Supervisor - MPhil. programme for Peter SANDIFORD - Social and Cultural Impacts of the Imported Labour at the New International Chek Lap Kok Airport on the Residents of Tung Chung. Department of Hotel & Tourism Management, The Hong Kong Polytechnic University.

- Administrative Academic Posts:

- 2007 to present - Member, Grievances & Appeals Committee, The Hong Kong Polytechnic University
- 2004-2006 - Member, School Board of the School of Hotel & Tourism Management
- 2003-05 - Undergraduate Programmes Director, School of Hotel & Tourism Management
- 2003-04 - Member, Faculty of Business Board
- 2001-03 - Member, Appointments Committee, The Hong Kong Polytechnic University
- 1997 to 2000 - Member, Academic Regulations Committee, The Hong Kong Polytechnic University.
- 1997-99 - Member, Faculty of Business & Information Systems Research Committee.
- 1997-99 - Chairman, Departmental Research Committee.
- 1997-98 - Member, Faculty of Business & Information Systems.
- 1995-96 - Member, Doctorate of Business Administration Planning Committee, The Hong Kong Polytechnic University.
- 1994-99 - Final Year Project Co-ordinator, B.A. (Hons) Tourism Management.
- 1994-97 - Course Leader, B.A. (Hons) Tourism Management.
- 1994-95 - Chairman, B.A. (Hons) Tourism Management Course Planning Committee re: Re-validation of Tourism Management Programme.
- 1994 Member - Master of Science in Hotel & Tourism Management Validation Planning Team.
- 1993-94 - Member, Faculty of Business & Information Systems Research Committee.
- 1992-2004 - Member, Department of Hotel & Tourism Management Research Committee.
- 1992-94 Associate Course Leader, B.A. (Hons) Tourism Management.

- Public Service Activities:

- 2003 to present - Advisor, International Christian School. Hong Kong
- 1998 to present - Hong Kong Convention Ambassador, Hong Kong Tourist Association.
- 1995 to present - Member, Education & Training Committee, Hong Kong Association of Travel Agents.
- 2005 to 2008 - Member, Board of Directors, Adventist Health Hong Kong
- 1995-2003 - Member, Industry Training Committee, Travel Industry Council of Hong Kong (TIC).
- 1995-96 - Committee Member, 1996 Asia Trends in Leisure and Entertainment Conference, Singapore.

- 1992-93 - Honourary member, Travel and Tourism Subject Working Group, Hong Kong Department of Education.
- 1986 - Industry Seminar member, Development of a Graduate Diploma in Tourism Management programme, Kuring-gai College of Advanced Education (now University of Technology - Sydney), New South Wales, Australia.
- 1983 - Member, Re-accreditation committee of Graduate Diploma of Recreation Planning programme Canberra College of Advanced Education (now Canberra University), Australian Capital Territory, Australia.