

Gan Joo-Ee

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Background

I am currently a Senior Lecturer with the School of Business, Monash University Malaysia. My research areas are hospitality industry-specific, namely, employment law, human resource management, occupational health and safety and industrial disputes in the hotel and tourism sector. I have also written on tourism governance and sustainable tourism practices, especially in rural tourism. Prior to joining academia, I was a solicitor specializing in corporate matters, in particular, franchising, agency, distributorship, logistics, regulatory compliance and licensing in retail and food service sectors. I was also a legal editor of the Hong Kong Law Report & Digests. I am a member of the Commission on Environmental, Economic and Social Policy (CEESP), a network of volunteers who contribute to the International Union for Conservation of Nature's (IUCN) mission of conservation and development.

Education

1. Bachelor of Laws (LL.B (Hons)), Queen Mary College, University of London (1995)
2. Master of Laws (LL.M), University of Cambridge (1996)
3. Doctor of Philosophy (PhD), Taylor's University (2017)
4. Certificate of Legal Practice (Malaysian Legal Profession Qualifying Board) (1997)
5. Advocate & Solicitor, Malaysia (1998)

Publications

Books

1. Gan, J.E. (2018). *Hospitality Law, 2nd ed.* Kuala Lumpur: Oxford University Press.

Book Chapters

1. Gan, J.E. (2018). Beyond theorising: Distinguishing between the limitations of critical theory and the researcher. In P. Mura, C. Khoo-Lattimore (eds.), *Asian Qualitative Research in Tourism, Perspectives on Asian Tourism*. Singapore: Springer. pp. 81-95. https://doi.org/10.1007/978-981-10-7491-2_4

2. Gan, J.E. (2015). Informed Consent. In Cater, C., Garrod, B. and Low, T. (eds.) *The Encyclopaedia of Sustainable Tourism*. CABI, Oxford, UK. p. 304.
3. Gan, J.E. (2015). Intellectual Property. In Cater, C., Garrod, B. and Low, T. (eds.) *The Encyclopaedia of Sustainable Tourism*. CABI, Oxford, UK. p. 304.

Technical Reports

1. Hamzah, A., Gan, J.E., Majid, M.R., Hosen, N., Halim, N.A., Baharudin, N.S. & Yong, J.Y. (2016). *Natural resource governance framework: Asia scoping work report*. IUCN & CEESP. Accessible at: https://www.iucn.org/sites/dev/files/content/documents/natural_resource_governance_framework_asia_scoping_report_smaller.pdf

Refereed Journal Articles

1. Gan, J.E., Nair, V. & Hamzah, A. (2018). The critical role of a lead institution in ecotourism management: A case of dual governance in Belum-Temengor, Malaysia. *Journal of Policy Research in Tourism, Leisure and Events*, DOI: 10.1080/19407963.2018.1516076
2. Gan, J.E. & Wong, B.T.Z. (2018). Comparing the self-reported data and observed behaviour of food waste separation: A study of the 29th Southeast Asian (SEA) Games. *Asia-Pacific Journal of Innovation in Hospitality & Tourism*, 7 (Special issue), 107-130.
3. Gan, J.E. & Seo, N. (2018). Millennials' environmental awareness, price sensitivity and willingness to pay for green hotels. *Journal of Tourism, Hospitality & Culinary Arts*, 10(2), 47-62.
4. Gan, J.E. & Nair, V. (2016). An appraisal of the institutional structure of rural tourism in Malaysia: A conceptual framework. *Journal of Environmental & Tourism Analyses*, 4(1), 97-113.
5. Gan, J.E. (2016). Minimum wage and the hospitality industry in Malaysia: An analysis of employee perceptions. *Journal of Human Resources in Hospitality & Tourism*, 15(1), 29-44, DOI: 10.1080/15332845.2015.1008396
6. Gan, J.E. & Quah, J.E. (2015). The relevance of occupational health and safety training in hospitality education: A Malaysian perspective. *Asia-Pacific Journal of Innovation in Hospitality and Tourism*, 4(2), 217-233.
7. Gan, J.E. & Goh, H.H. (2014). Minimum Wage and the Service Charge Conundrum in the Hotel Industry. [2014] 5 *Malayan Law Journal* xcii.

8. Gan, J.E. (2014). The Requirement of Natural Justice in Plagiarism Inquiry: The Impact on Malaysian Universities. [2014] *Law Review* 102.
9. Gan, J.E. (2014). Breach of Promise of Marriage: Uncertain Legal Terrain and the Complex Contours of Shariah Law. [2014] 2 *Malayan Law Journal* i.
10. Gan, J.E. (2013). The Unwitting Target Groups of Tobacco Control Laws in Malaysia. [2013] *Law Review* 551.
11. Gan, J.E. (2012). The Food Analysts Act 2011 – Taking the Bull by the Horns in the Fight Against Food Fraud. [2012] 6 *Malayan Law Journal* cxxxiv.
12. Gan, J.E. (2012). The Prohibited “Alien Practice” of Joint Tenancy in Islamic Law – *Salmah bt Omar & 6 Ors v Ahmad Rosli bin Aziz (Pentadbir Harta Pesaka Osman bin Mohamed, simati) & Anor*. [2012] *Law Review* 45.

Refereed Conference Papers

1. Gan, J.E., Coanata, T. & Nair, V. (2016). Conservation cost and ecotourism in Malaysia: Multi-faceted aspects of tourists’ willingness to pay. *The 6th Asia-Euro Conference 2016* (Gwalior, India, 9-11 November 2016).
2. Gan, J.E. & Nair, V. (2016). Constructing the institutional framework for rural tourism in Malaysia. *International Conference on Sustainable Development and Livelihoods (ICSDDL) 2016* (Universiti Malaysia Terengganu, 26-28 August 2016).
3. Gan, J.E. & Quah, J.E. (2015). Musculoskeletal disorders preventive training: Do hospitality students apply what they learn? *The 2nd International Conference on Finance and Economics (ICFE) 2015* (Ho Chi Minh City, 4-6 June 2015).
4. Gan, J.E. & Nair, V. (2015). A conceptual appraisal framework for the institutional structure of rural tourism in Malaysia. *The 21st Asia Pacific Tourism Association (APTA) Conference 2015* (Kuala Lumpur, 14-17 May 2015).
5. Gan, J.E. (2014). The Impact of Minimum Wage on Labour Cost in the Hospitality Industry in Malaysia, *The 12th APacCHRIE Conference 2014* (Kuala Lumpur, 21-24 May 2014).
6. Gan, J.E. (2013). The expanding role of the tourism sector in Malaysia’s retirement industry, *The 11th ApacCHRIE Conference 2013* (Macau, 21-24 May 2013).

7. Gan, J.E. (2012). The Food Analysts Act 2011 – Taking the Bull by the Horns in the Fight Against Food Fraud, *The 4th Asia-Euro Tourism, Hospitality & Gastronomy Conference 2012* (Kuala Lumpur, 28 Nov – 1 Dec 2012).

Consultancy Project

1. **International Union for Conservation of Nature's (IUCN) Natural Resource Governance Framework (NRGF) Asia Scoping Work.** I was jointly engaged with a team of researchers from Universiti Teknologi Malaysia in conducting the scoping work. Final report was rendered in December 2016, of which I was the second author.

Academic Leadership

I headed the UNWTO (United Nations World Tourism Organization) TedQual accreditation exercise for the Faculty of Hospitality, Food & Leisure Management, Taylor's University. The audit took place from 25 to 29 September 2017, and the accreditation was confirmed in April 2018.

Academic/Administrative Responsibilities

1. Reviewer for *The Journal of Hospitality & Tourism Research* (Scopus indexed).
2. Reviewer for *The International Journal of Sociology and Social Policy* (Scopus indexed).
3. Reviewer for *The International Journal of Culture, Tourism and Hospitality Research* (Scopus indexed).
4. Reviewer for *The Asia-Pacific Journal of Innovation in Hospitality and Tourism* (Scopus indexed).
5. A Scientific Committee member of the 6th Asia-Euro Conference 2016 (Gwalior, India, 9-12 November 2016).
6. Reviewer for the 12th Graduate Research Colloquium 2016 (Taylor's University, 6 December 2016).
7. Managing editor of *TEAM Journal of Hospitality & Tourism* from 2014 to 2017.
8. Managing editor for the 12th APacCHRIE Conference 2014 (Kuala Lumpur, 21-24 May 2014).

9. Managing editor for the 5th Asia-Euro Conference on Tourism, Hospitality and Gastronomy 2014 (Kuala Lumpur, 19-21 May 2014).
10. Formerly, a member of the Disciplinary Board, School of Hospitality, Tourism & Events, Taylor's University.
11. Formerly, the integrity officer for the School of Hospitality, Tourism & Events, Taylor's University.
12. Formerly, a member of the Taylor's Graduate School panel of interviewer of tutorship applicants.
13. Examiner (and co-organizer) of the French Residency Programme, University of Toulouse (18-27 May 2015). Introduced and drafted the rules of conduct for the programme.

Memberships

1. Admitted to the High Court of Malaya as an Advocate & Solicitor in 1998.
2. A member of the Tourism Educators Association of Malaysia (TEAM) and the managing editor of the Association's Journal – *TEAM Journal of Hospitality & Tourism* – from 2014 to 2017.
3. A member of the Commission on Environmental, Economic and Social Policy (CEESP), International Union for Conservation of Nature's (IUCN).

Supervision

Current PhD Supervision

Student	Bhuvanesh Veerakumaran
Program of study	Exploring co-creation of value in the hospitality industry: The case of Compass Hospitality, Malaysia (PhD) (co-supervisor)

Supervision – Master by course work

	Candidate and thesis title	Institution	Programme	Status
1	Harjit Kaur Examining the influence of service recovery on customer satisfaction in Malaysian hotels	Taylor's University	Master in International Hospitality Management	Completed, July 2015

Contribution as Examiner

	Candidate and thesis title	Institution	Role	Year
1.	Harold Bernado Bueno Thesis proposal defence: Exploring community-based farm-to-table tourism in the Philippines	Taylor's University	Internal examiner	27 July 2017