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THE 6TH INTERNATIONAL RESEARCH SYMPOSIUM IN SERVICE MANAGEMENT (IRSSM-6)

By: Dr Voon Boo Ho



The 6th International Research Symposium in Service Management (IRSSM-6) was successfully organised by Universiti Teknologi MARA (UiTM) Sarawak from 11th to 15th August 2015 in Kuching (Sarawak, Malaysia). The theme for IRSSM-6 was "Service Imperatives in the New Economy: Service Excellence for Sustainability".

The international symposium brought in about 200 researchers, teachers, practitioners and students from various service sectors and provided them with a unique forum to share the latest theories and practices prevalent in dynamic service economies. The overwhelming success of this symposium was mainly due, first and foremost, to the strong support from our respected Rector (Professor Dato Dr. Jamil Haji Hamali), the faith and confidence of the Chair (Professor Dr. Jay Kandampully) in UiTM Sarawak's ability to perform, the concerted efforts of members of the Service Research Group (ServGroup) UiTM Sarawak as well as selfless contributions from many other individuals.

The guest of honour for IRSSM-6 was The Honourable Datuk Amar Abang Abdul Rahman Zohari Bin Tun Abang Haji Openg (Minister of Housing and Minister of Tourism, Sarawak). We were also honoured to have Professor Dr. Jay Kandampully (Ohio State University, USA), Professor Dr. Jochen Wirtz (The National University of Singapore), Professor Dr. Byron Keating, Professor Dr. Alison Dean, Associate Professor Dr. David Solnet to join us here in Kuching. Professor Dr. Jay Kandampully and Professor Dr. Jochen Wirtz were the key

note speakers. Besides, the distinguished panelists namely Tan Sri Datuk Amar (Dr.) Hamid Bugo, Mr. Nasir Khan Istiar Hussain Khan, Mr. William Patrick Nyigor and Mr. Zulkefli Abdul Rahim made this symposium more meaningful and significant.

More than 120 abstracts/papers were submitted by authors from different parts of the world. Nevertheless, less than 100 reviewed full-papers were presented, revised and sent for publication in Elsevier's *Procedia of Social and Behavioral Sciences* (ScienceDirect). Selected researchers were awarded the Best Paper Award and the Young Service Researcher Award.

The Co-chairs, Associate Professor Dr. Voon Boo Ho and Associate Professor Dr. Firdaus Abdullah would like to thank the Sarawak Government, Sarawak Convention Bureau, The University of Queensland (Australia), St John's University (USA), Radboud University (Netherlands) and others for their kind support. The editors, reviewers, secretariat and various working committees had also contributed very much to IRSSM-6. Syabas!



Lawatan NAIB CANSOLOR,
TAN SRI DATO' SRI PROF. IR. DR. SAHOL HAMID BIN ABU BAKAR,
KE UiTM SARAWAK PADA 21 DISEMBER, 2015





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