

Students Handout

Practice on Academic Writing

**Subject: Tourism Journal Writing
Postgraduate Program – Master and Doctoral Degrees**

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Multiple Choices

- 1 Academic writing is generally:
 - a. Formal, objective, and technical.
 - b. Formal, technical, subjective
 - c. Objective, technical, full of information
 - d. Technical, subjective, unbiased

- 2 Academic articles may include:
 - a. Research notes and literature review paper
 - b. Case study
 - c. Book review and viewpoint
 - d. A, B, and C are correct

- 3 Which is a standard order for the sections of a piece of academic writing?
 - a. Abstract, introduction, background, results, discussion, conclusion, references
 - b. Background, introduction, abstract, results, discussion, conclusion, references
 - c. Introduction, abstract, background, results, discussion, references, conclusion
 - d. Abstract, introduction, discussion, results, background, references, conclusion

- 4 What is an abstract?
 - a. a "hook" to capture the reader's attention
 - b. a condensed summary of the entire work
 - c. a restatement of the most important evidence
 - d. a preface or introduction

- 5 A good abstract consisted of
 - a. Aims of the study, methodology, results, keywords
 - b. Aims of the study, research questions, methodology, short discussion
 - c. Aims of the study, methodology, results, conclusion
 - d. Aims of the study, methodology, short discussion, limitation of the study

- 6 A literature review is best described as:
 - a. A list of relevant articles and other published material you have read about your topic, describing the content of each source
 - b. An internet search for articles describing research relevant to your topic criticising the methodology and reliability of the findings
 - c. An evaluative overview of what is known about a topic, based on published research and theoretical accounts, which serves as a basis for future research or policy decisions
 - d. An essay looking at the theoretical background to your research study

- 7 Choose the best answer. A literature review is
- Conducted after you have decided upon your research question
 - Helping in the formulation of your research aim and research question
 - The last thing to be written in your research report
 - Not part of a research proposal
- 8 What does peer-review mean?
- My classmate looked over my paper and it is ready to be submitted to my professor.
 - It is a process where instead of an editor reviewing the writing, the paper is scrutinized by several experts in the field to evaluate the quality and significance of the research.
 - An unbiased sampling process for qualitative research that involves researching a group of peers.
 - An academic version of a popularity contest.
- 9 An original research article cannot be published if
- The research results are not supported with Tables/Figures
 - The research results are not reported
 - The research results are negative
 - The research results are short
- 10 The three parts of a paragraph comprise:
- Thesis statement, Introductory statement, Body
 - Body, Thesis, Conclusion
 - Topic sentence, Body, Closing sentence
 - Introduction, Body, Thesis
- 11 The purpose of the closing sentence is:
- It reminds the reader of the topic, and keeps them thinking.
 - It re-states the introduction.
 - It gives us details about the topic.
 - It lets us know what the paragraph is going to be about.
- 12 What should you **NOT** do in your academic writing style?
- Always write in active voice.
 - Follow the same kind of sentence structure.
 - Be clear and concise
 - Avoid repetition.
- 13 A bibliography or list of works cited should appear:
- after the abstract, but before the body of the work begins
 - in the appendices
 - before the work's conclusion
 - at the end of the work

- 14 All of the following may appear as a section in a piece of academic writing EXCEPT:
- Acknowledgements
 - Debate
 - Index or Indices
 - Analysis
- 15 What is a thesis statement?
- A short statement of the main point
 - An explanation of the importance of the argument
 - "Hook" to capture the reader's attention
 - A restatement of the most important evidence
- 16 Which section of an academic paper reiterates the paper's claim and may suggest its further significance/future study?
- Results
 - Abstract
 - Literature review
 - Conclusion
- 17 When you paraphrase an idea you may:
- use synonyms for many of the words.
 - use any of the disciplinary terminology from the original source.
 - write a longer or shorter sentence than the original.
 - All of the above.
- 18 All reference list items include:
- the place of publication of the source.
 - the page numbers of the source.
 - the full bibliographic details required for the particular type of source that is being referenced.
 - the authors, the year, the title of the source, the place of publication and the publisher.
- 19 Which of the following statements about plagiarism is true?
- Verbatim copying of another person's writing without citation constitutes plagiarism
 - Plagiarism is always the result of deliberate dishonesty
 - Paraphrasing the ideas of another person constitutes plagiarism
 - Ideas from course lectures or discussion sections don't require citation
- 20 Which of the following is a form of plagiarism?
- Not providing a citation for assertions that are common knowledge
 - Providing citations for works not directly quoted in your writing
 - Providing citations acknowledging contributions by colleagues or classmates
 - Not providing a citation for an online source without a clear author

- 21 What is self-plagiarism?
- a. Allowing colleagues or classmates to use ideas from one's own work
 - b. Reusing one's own work; for instance, by submitting the same paper to two classes
 - c. Deliberately misrepresenting the meaning of a quotation from a source
 - d. Directly quoting oneself, as if to imply one is an expert

- 22 A student wishes to use an idea from the extract of an article below (in italics), in an essay whose topic is: Analyse the role of revision in producing a competent essay. The article was published in 2005 and examines the experiences of writing for native and non-native students in the United States. Diane Becket, the author of the article, concludes with these words:

For the students in this study, the factors that most influenced their progress are the extent to which they are able to balance the conflicting demands of their lives, the motivation to thoughtfully revise their essays, and their overall attitude to the class. These factors are more important for their progress than whether or not they were born in the United States.

Which of the following paraphrases is **NOT** a plagiarism of the above source?

- a. Becket (2005) concludes that one of the most significant factors in student writing is the motivation to thoughtfully revise their essays.
 - b. Becket (2005) concludes that one of the most significant factors in student writing is the willingness to revise carefully as this is more important for their progress than whether or not they were born in the United States.
 - c. According to Becket (2005), one of the most significant factors in student writing is their motivation to thoughtfully revise anything they write.
 - d. Becket (2005) concludes that one of the most significant factors in student writing is the willingness to revise carefully.
- 23 You are writing an essay and want to use a quotation to show that all students meet challenges when they begin studying at university or college. Which would be the best way to use a quotation from the extract below (using the APA citation style)?

The extract below is from page 60 of an article by Diane Becket published in 2005:

Although the native and non-native speakers share the same high school background, their attitudes, which have been affected by these experiences, are different. Memories from Indian schools influence the non-native speakers' attitude to American high schools, and they feel a pressure to succeed because of the efforts of their parents to give them a better life in the United States. The native speakers feel no such pressures, but they struggle with negative memories of high school. Both groups of students are, however, working in their own ways to adjust to the demands of college life.

- A. According to Becket (2005), "memories from Indian schools influence the non-native speakers' attitude to American high schools, and they feel a pressure to succeed because of the efforts of their parents to give them a better life in the United States" (p. 60).

- B. According to Becket (2005), “the native speakers feel no such pressures” (p. 60).
 - C. According to Becket (2005), both native and non-native students need “to adjust to the demands of college life” (p. 60).
 - D. According to Becket (2005), “although the native and non-native speakers share the same high school background, their attitudes, which have been affected by these experiences, are different” (p. 60).
- 24 The paragraph in an essay which may restate the thesis statement, give an opinion, predict the future, offer suggestions, and connect the previous paragraphs in a coherent way.
- a. Introduction
 - b. Conclusion
- 25 This is the process of writing, in your own words, about what you have read or heard someone else say. If this process is used in an academic essay, citation is needed.
- a. Plagiarizing
 - b. Paraphrasing
- 26 This is an organizational style for writing an introduction, going from broad to precise statements.
- a. General to specific
 - b. Thesis statement
- 27 This overview sentence is usually written at the beginning of each body paragraph.
- a. Thesis sentence
 - b. Topic sentence
- 28 The paragraph in an essay which guides the reader on what the essay is going to be written about and how it will be organized.
- a. The introduction
 - b. The conclusion
- 29 Visitors to the area _____ the importance of continuing to support the survivors of this natural disaster.
- a. told
 - b. stressed
- 30 The audience at the concert _____ two encores.
- a. requested
 - b. mandated
- 31 Mr. Lee _____ the limitations of the article's main argument.
- a. concluded
 - b. acknowledged

- 32 The lecturer _____ with a review of the cinematic concepts discussed in class that day.
- contended
 - concluded
- 33 The publisher _____ readers that the book would be published in the summer.
- warned
 - alerted
- 34 Meteorologists _____ a snowy winter and an early spring.
- announced
 - forecasted
- 35 Dr. Patel, a medical statistician, _____ the importance of accurate and timely data.
- predicted
 - emphasized
- 36 The president of the company _____ that arbitration take place before a strike.
- emphasized
 - ordered
- 37 Which of these sentences has the most effective degree of explanation? (note: to keep the writing concise by avoiding filler words or extraneous language).
- Hesitation forms (such as "um", "er", or "ah") exist in almost all spoken languages and usually serve to fill pauses while the speaker searches for the appropriate word or phrase.
 - Hesitation forms or pause fillers (such as "um", "er", or "ah") exist in almost all spoken languages and are usually heard within speech where a person is searching for a word or phrase; these "fillers" serve to fill the space where there would otherwise be a pause.
- 38 Which of these sentences best demonstrates the use of formal academic language?
- Despite numerous campaigns designed to raise awareness of childhood obesity, successive governments have struggled to get rid of the problem.
 - Despite numerous campaigns designed to raise awareness of childhood obesity, successive governments have struggled to eliminate the problem.
- 39 Which of these sentences is written in the correct academic style?
- In this essay I will discuss the development of poetry during the Tang dynasty in relation to the contrasting styles of the period's two most noted poets, Li Po and Tu Fu.
 - This essay will discuss the development of poetry during the Tang dynasty in relation to the contrasting styles of the period's two most noted poets, Li Po and Tu Fu.

- 40 Which of the following sentences uses the correct language for an academic essay?
- Although the outcomes of the trial appear conclusive, you should note that sample group was extremely small.
 - Although the outcomes of the trial appear conclusive, it should be noted that the sample group was extremely small.
- 41 **Choose the best sentence:**
Does technology help students learn more efficiently?
- New technologies such as online search engines allow students to learn better, faster and more in depth.
 - Students using new technologies such as online search engines means they learn best, fast and most depth.
 - Having students use new technologies such as online search engines enable they to learn better, faster and more in depth.
- 42 **Choose the best sentence:**
Why are people living longer than in the past?
- Better food, improved health care, and a higher standard of living are all factors that enable people to live longer than in the past.
 - Due to better food, improved health care, and a better standard of living, people are living longer than in previous generations.
 - Because we can eat better food, have access to doctors, and we have a good standard of living, people are living longer than previous generations.

Choose the correct answers (the answers can be multiple/ more than one)

- What documents do you need for a journal submission?
 - A cover letter
 - Title page
 - The manuscript (must not have author's personal identification)
 - Drafting of the manuscript
- What do you need to consider when choosing a journal for your article/paper submission?
 - Understand the journal's aims and scopes.
 - Read examples of articles provided by the journal to understand the style of the journal and what the editor seek in a paper.
 - The journal's editors
 - Follow the formatting requirements (authors guidelines).
- Who can be considered as an author and has the authorship right?
Any individual who:
 - Provide substantial contribution to the study conception and design, data acquisition, analysis, and interpretation.
 - Create a draft or revise the article for intellectual content.
 - Provide direction and recommendations for the topic
 - Agree to be responsible for the work/study related to the accuracy or integrity of any part of the work.

- 4 Why do papers get rejected?
 - a. Does not meet the technical screening such as incomplete manuscript, insufficient English, plagiarism suspect, and old references.
 - b. Under developed content/insufficient (issues with methods, conclusion)
 - c. An extension of a paper from the same author(s)
 - d. Poor English writing

- 5 What does it mean by the “SO WHAT” questions in writing an academic paper?
 - a. Originality/Value
 - b. Exceptional findings
 - c. Novelty
 - d. Significant of the study

Change the verb on the left column into a formal alternative (formal academic writing)

Phrasal verb	Formal alternative
Example: The researchers left out important data	omitted
1. The data was normalised to get rid of outliers	
2. The data showed up some anomalies	
3. The data was checked out for errors	
4. Roberts (2018) states three possible factors in early diagnosis.	
5. Johnson (2007) recommends that people who see themselves as lucky are in fact lucky, because they take advantage of more opportunities.	

Writing Literature Review

Based on the eight (8) paragraphs below, please critically review those eight paragraphs. You need to integrate the similar ideas and specify any contradictions/debates.

Rewrite using your own words **one or two paragraphs**. Please see the examples in page 12.

Reviews of Guests' Experiences and Satisfactions in the Accommodation Sector

1. Reid and Bojanic (2006) identified important attributes of hospitality and tourism products that are commonly sought and evaluated by guests. For the hotel establishments, they include price, location, value, room quality, restaurant quality, other facilities (such as swimming pool, fitness centre, spa), cleanliness, atmosphere, friendliness of employees, amenities, service quality, and efficiency/speed of check-in and check-out.
2. Gu and Ryan's (2008) study on hotels in China recommended the key elements that lead to guest satisfaction: bed and bedding comfort (comfortable mattress and pillows, quiet room), cleanliness of the bedroom and bathroom, food quality, staff performance (friendly and efficient), efficient service (check-in and check-out), reputation (location and hotel facilities), and price. The least important factors included having a business centre (probably not appreciated by leisure guests) and shops, being close to the night entertainment, and being a member of an international hotel chain.
3. A study on Chinese guest's behaviour on the luxury hotels by Chen and Peng (2014) revealed that the functional values (best quality, sophistication, and superiority), symbolic values (conspicuous, expensive, wealthy), and experiential values (unique, rare, stunning) can affect the guests' attitude toward their stay in the luxury hotels. The last two however, have more direct affect than the first (functional) one.
4. There are a number of studies regarding guest experience and satisfaction in the accommodation sector. Dolnicar (2002) studied the expectations and dissatisfactions of business travellers when staying in a hotel. Her study indicated that when staying in one- or two-star hotels, guests emphasized shower, food availability, comfortable bed, and value for money. Their dissatisfaction was related to cleanliness, food, bed, and noise. Guests stayed in the three star hotels demanded good food, TV in the room, and toilet, and concerned with the price. Those who stayed in four- or five- star hotels expected good service, good location, pleasant atmosphere, large rooms, comfort, and internet access. Cleanliness and noise were viewed as dissatisfactory factors for the guests staying in three-star hotels, while cleanliness and personnel were for those who stayed in the four-star hotels. For the five-star hotel guests, service, personnel, and quality were of the most major cause of dissatisfaction.

5. Tanford, Raab and Kim (2012)' study found six influencing factors in choosing the full-service and limited service hotels. They are utility, price, amenity, brand, image, and green. Utility was considered important to all customers in both types of hotels. Utility includes service quality, friendliness of staff, cleanliness, guestroom comfort, safety and security, speed and efficiency of service, location, attentiveness of staff, convenience, check-in/check-out process, and prior experiences/familiarity. Price (price, value for money, and availability of special discounts) was valued more highly (the most important factor) by the limited service hotel guests although the full-service hotel guests also considered price as the second important factor after utility. It can be said that the limited service hotel guests were more price sensitive. Amenity (facilities such as spa and pool, in-room technology, free-extras such as newspaper and breakfast, in room amenities, business service, and dining options) had the most significant difference between the two groups. It meant that although amenity was essential, but each type of hotel guests had different needs and expectations. Brand (reward program membership, personal commitment to brand, consistency of chain across locations, brand reputation) and image (customer reviews, recommendation from others, star rating, prestige/status, advertising, website, building design and architecture) were identified as influencing factors in making purchase decision for both full-service and limited service guests. However, full-service guests demonstrated greater commitment to the preferred brand emotionally as well as based on value or reward benefits. The limited service guests showed higher commitment merely based on the value or reward program benefits. Green practice (waste recycling, participation in green practice, water conservation, utilization of energy-efficient devices, solar-based energy use, environment certification, and towel re-use program) was deemed least importance for both types of hotel guests.
6. Radojevic, Stanistic and Stanic (2015) analysed 6,768 hotels located in 47 European capital cities to seek the most important factors that influence guest experience and satisfaction. Their study found that hotel star rating is one of the key drivers. They also suggested other important attributes which include membership (in the branded chain hotel), hotel amenities (air conditioning, free Wi-Fi, a hotel bar), and price. Moreover, distance to the city centre and hotel size were seen as important elements for the hotels located in the city.
7. Ren et al. (2016) proposed the important elements for guest experience in the budget hotels. Those elements were defined based on the previous studies and interviews. Their findings indicate four dimensions of customer experience include tangible-sensorial experience (cleanliness, smell, shower room cleanliness, quietness, temperature, comfortable shower, maintenance), staff-relational/interactional experience (staff communication, staff interaction, staff responsiveness, information provision, and welcomed by staff), aesthetic perception (external visual appealing, internal visual appealing, colour combination), and location (nearby facilities, convenient location).
8. Xu and Li (2016) maintained that the attributes to guest satisfaction are typically similar amongst different types of hotels: good location, room quality (nice and clean), and staff performance (friendly and helpful). The difference was on the ranking of importance and the presence of certain elements. Guests staying in

full-service hotels expected good restaurants. For the limited-service hotels and suite hotels with food and beverage, they appreciated good value. Good complimentary breakfast for suite hotels without food and beverage was preferred by the guests. The guests of this hotel also put nice room as the most important factor that influence satisfaction. The dissatisfaction factors were more vary. Problems with Wifi and facilities were the common dissatisfaction factors for the full-service hotels, limited-service hotels, and suite hotels without food and beverage. Parking and bathroom issues were particularly for the full-service and suite hotels, while noise and in-room polluted air (smoking) were for the limited-service and suite hotels. Hallway machine problem was seen as essential dissatisfaction elements for the limited-service hotels. In the suite hotels (with food and beverage), the cause of dissatisfaction were problems with restaurant, swimming pool, air conditioner, and dirty room.

EXAMPLES:

INTEGRATION OF IDEAS (SIMILAR IDEAS) DEBATES BETWEEN IDEAS – CONTRADICTION OF IDEAS

Gu and Ryan's (2008) study on hotels in China recommended the key elements that lead to guest satisfaction: bed and bedding comfort (comfortable mattress and pillows, quiet room), cleanliness of the bedroom and bathroom, food quality, staff performance (friendly and efficient), efficient service (check-in and check-out), reputation (location and hotel facilities), and price. The least important factors included having a business centre (probably not appreciated by leisure guests) and shops, being close to the night entertainment, and being a member of an international hotel chain.

A study on Chinese guest's behaviour on the luxury hotels by Chen and Peng (2014) revealed that the functional values (best quality, sophistication, and superiority), symbolic values (conspicuous, expensive, wealthy), and experiential values (unique, rare, stunning) can affect the guests' attitude toward their stay in the luxury hotels. The last two however, have more direct affect than the first (functional) one.

Example 1:

Several studies on hotels in China showed some differences of the critical factors that influence guest satisfaction. According to Gu and Ryan (2008), comfort and cleanliness of the guestroom, staff performance, and good quality products and services were important to increase guest satisfaction. Whereas Chen and Peng (2014) argued that symbolic and experiential values such as lavish, wealth, and uniqueness were perceived as vital elements by the luxury hotel guests.

Example 2:

One of the critical factors in providing guests' satisfaction in the hotel is cleanliness (Dolnicar, 2008; Smith, 2010; Xiau, 2016; Chen & Peng, 2014). However, Gu and Ryan (2017) argue that quality of the bedroom is also important to enhance the satisfaction of the guests.