



School of Management – Tourism Management Group

TOURISM MANAGEMENT SEMINAR

We are pleased to present the following seminar in our 2012 series:

Dr Adam Weaver

Tourism Management, School of Management, Victoria University of Wellington

The Politics of Tourism (Mis)management: Expense Accounts, Transparency, Untendered Contracts, and Conflicts of Interest at the Niagara Parks Commission

Thursday, 26 April 2012, 12:15 - 13:15, followed by coffee
Rutherford House, 23 Lambton Quay, Level 12, Boardroom

Distinguishing between ‘proper’ management practice and mismanagement is a matter of perception and can become highly politicized. There may be varying interpretations of the way in which an organization or situation is managed. A media spectacle full of sound and fury can occur when controversial actions – and even perceived wrongdoing – become newsworthy events. The political scrutiny of management practices at the Niagara Parks Commission (NPC) in Niagara Falls, Canada is explored. A number of incidents at the NPC became politically contentious and were widely publicized by the media between 2009 and 2011. There were accusations of impropriety with respect to the use of an expense account, disputes regarding organizational transparency, controversies associated with untendered contracts, and complaints about conflicts of interest. Studying the manner in which perceived mismanagement incites heated political debate may offer some insight into the management of tourism. In this case, examining perceived mismanagement demonstrates the importance of crafting clear narratives, understanding the pervasive culture of blame, and deftly navigating issues related to time and timing.

Adam Weaver is a Senior Lecturer in Tourism Management at Victoria University of Wellington.