Tourists' Perceptions, Experiences and Behavioral Intentions toward Sericulture Tourist Attractions in Khon Kaen Province

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Abstract

The purpose of this research is to study tourists' perceptions and experiences toward sericulture tourist attractions in Khon Kaen Province. The sample included tourists and traveler obtained by using the Convenience Sampling method. The tools included semi-structured questionnaire. The study found that according to the overview of sericulture culture tourism potential development model in Khon Kaen Province in terms of tourists' perception and experiences, the hypotheses were tested and yielded the significance statistics at .05. It was found that activities and participation in the sericulture attraction, such as access to the sericulture source and the nature of activities and activities during the sericulture tour, were very important for tourists because they experienced new things, bought local products, revisited the sericulture community and recommended the tourist attractions to other communities integrated and exploited.

Keyword: tourist perceptions, tourist experiences, tourist behavioral intentions

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Introduction

Tourism is an industry and a vital activity that contributes to the circulation of money in the economy in all countries. Being connected with many important industrial sectors (World Tourism Organization., 2010), tourism produces businesses for manufacturing products and services, generate jobs, encourages the production and utilization of tourism resources for the maximum benefit resulting in direct and indirect effects and results in conservation of unique local arts, cultures and traditions (Nisa Chatkul, 2014). Statistics on tourism industry income from the report on the economic conditions of tourism by Tourism Authority of Thailand reveals that in 2016, the gross output of the tourism industry was 2.68 trillion baht, which increased by 7.81% from that in 2014, employment and revenue from foreign tourists 1.36 trillion baht, which increased by 31.63 percent, investment in tourism 6.8 billion baht, which increased by 15.30 percent, and the added value in the tourism sector 9.09 billion baht, which increased by 8.42% (Tourism Authority of Thailand, 2016).

For cultural tourism, ICOMOS said that The Dynamic Interaction between Tourism and Cultural Heritage can change with the times. There must be comprehensive planning (ICOMOS, 1999) on tourism product and service development, area development strategy that focuses on developing tourism products and services that are aligned with the capacity and capabilities of the area (Swarbrooke, J., & Horner, S., 2007) by promoting the strengthening of local resource management of the community, developing and linking community products in the tourism business sector, as well as developing local identity (Ministry of Tourism and Sports, 2017). Thai silk is a cultural heritage that has been passed down for more than 3,000 years. It is an important community product of many provinces in Thailand. There are important silk sources in the Northeast, and now there are several sources in all regions. However, local silk is different in patterns according to the concept and culture of each community (Thai Silk and Thai Fabric Product Center, 2013) Thailand is one of the world's most famous and a famous producer of Thai silk and Thai silk products. Thai silk are the Thai identity that has long been mentioned in terms of beauty of colors, patterns and weaving skills of Thai people that have been passed down to the present (R Variety, 2006).

Thailand, the monarchy, and stories about promoting sericulture can be traced back to the reign of King Chulalongkorn (Rama V). The king was very interested in sericulture because

it generated jobs in rural areas and was used in the household. Without sericulture, silk had to be imported from abroad. Therefore, the king assigned Ministry of Agriculture to promote sericulture to reduce the import and to hire experts from Japan to build a sericulture station (Jintanan Chayatsupamit, 2016) At present, Thai traditional woven fabrics are popular among government officials and government agencies, and the products has been modernized and made more interesting so that they can be worn as office outfits or used as other products. There are many steps of silk weaving. In some areas, the process starts from sericulture, silk thread making, patterning, weaving, and raising the awareness of sericulture so that the tradition is inherited (Ministry of Agriculture and Cooperatives, 2013). The wisdom of this woven fabric is a culture that can be integrated with tourism. Khon Kaen Province is a city that has a potential in the wisdom of woven fabric and in many other aspects such as economy, trade, investment and education. In addition, there are a variety of tourism resources and cultural tourist attractions. It can be said that Khon Kaen Province is a city that has potential in both economy and tourism and produces silk products with the long-standing reputation, one of which is Mudmee silk fabric which is considered as an important local product and recognized as a product that conveys the cultural heritage of the province (Thai Sub-district, 2006).

The areas in Khon Kaen Province with sericulture for silk production are Chonnabot District, Manjakiri District and Waeng Yai district. However, Mudmee silk from Chonnabot District in Khon Kaen Province is considered as the famous silk fabric of Khon Kaen Province because it is beautiful and has detailed patterns different from others. The uniqueness of Chonnabot silk is the traditional process of making Mudmee and registered the Geographical Indication or GI as a unique product of Khon Kaen Province. The silk production is carried out in households which focuses on producing and selling silk. There is no concrete tourism-related activity model, and there is no public relations, as well as a lack of channels for integrating sericulture wisdom with and tourism (Khon Kaen Community Development, 2017). Therefore, in order to make Khon Kaen Province is an area for weaving Mudmee silk and promote it to be a learning source of traditional silk weaving, Khon Kaen Province has always tried to promote this cultural heritage but has not been successful as it should. Office of Sericulture under Royal Patronage Khon Kaen has reflected problems with the sericulture industry as follows: 1) complex weaving process which makes the young generation not want to pursue the weaving career, 2) weaving period which is not worth labor costs after selling, 3) smaller target customers customers as a result of competitive substituted products, 4) insufficient promotion of wisdom in conjunction with tourism to target customers. According to the Weakness Analysis of by Department of

Sericulture, it was found that 1) the sericulture farmer's registration is not yet complete and lacks details for classification and analysis of data, 2) the basic data preparation both in production and marketing is not up to date, 3) the project and/or work system and tools/equipment are not implemented continuously to benefit farmers (Department of Sericulture, 2017). According to such opportunities and issues, the researcher has conducted a research study on the model for developing tourism potential of sericulture in Khon Kaen Province by investigating perceptions and experiences of tourists toward sericulture tourist attraction in Khon Kaen Province. The researcher aims to study the demand of tourists that leads to the potential development of sericulture tourism supply in line with the trend that consumers have begun to use Thai fabrics as their dress and the creative tourism trend where tourists travel to learn traditional ways of life. Thus, this is an opportunity to create value and add tourism value for sericulture tourism in Khon Kaen Province which will lead to the potential development of the silk weaving community to be an important tourist attraction. The impacts will be used to enhance local wisdom and generate income for the better living of farmers and weaving communities

Research Oobjectives

1. To study tourists' perceptions tourists towards the sericulture tourist attraction in Khon Kaen Province.

2. To study tourists' experiences towards the sericulture tourist attraction in Khon Kaen Province.

3. To study tourists' behavioral intentions towards the sericulture tourist attraction in Khon Kaen Province.

Hypotheses

1. Hypothesis 1: Tourists' perceptions towards the elements of the sericulture tourist attraction affect tourists' experiences.

2. Hypothesis 2: Tourists' experiences influence tourists' behavioral intentions.

Methodology

In this research paper, the researcher interviewed informants based on the objectives of the study and went to the sericulture tourist attraction based on the weaving wisdom. The population used for collecting the information included 400 tourists and travelers around the sericulture community and Mudmee weaving and selling area. The researcher used the Convenience Sampling method to obtain the informants and used the questionnaire with close-ended questions and open-ended questions. There has been no official data collection or survey on tourists and travelers in Khon Kaen Province, so the researcher obtained data from the informants without knowing the population (Cochran, 1977), as well as information from literature reviews and information sources. The data collection period was 18 months starting from February 2017 - July 2018. Then, the causal model was analyzed, and the hypotheses were tested to determine the causal relationship of the variables.

Conceptual Framework

The analysis in this section is used to examine the causal relationship of the variables in the research conceptual framework. The independent variable was the tourists' perceptions toward the elements of the sericulture tourist attraction. The dependent variable is the tourists' behavioral intention and tourists' experiences as the intermediate variable as follows.
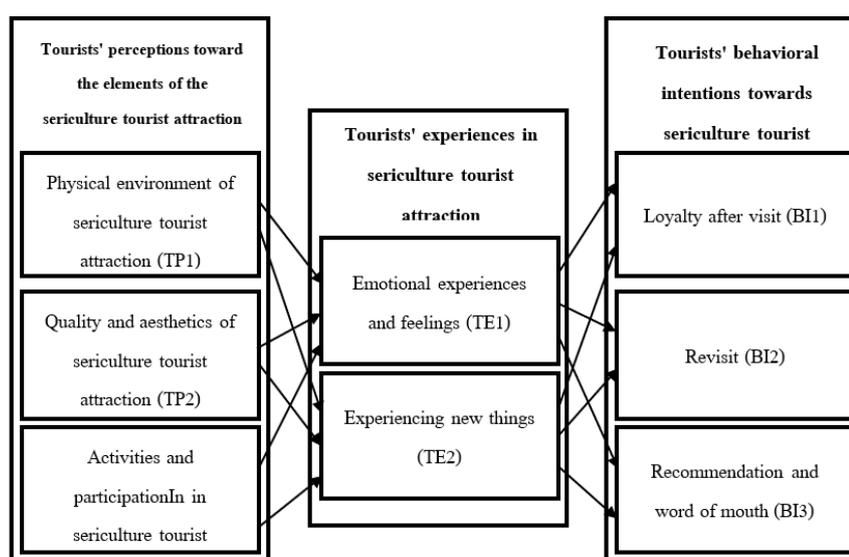

Figure 1: Conceptual framework

Source: Watcharobol Kosolwittayanan (2019)

Hypotheses

Hypothesis 1: Tourists' perceptions towards the elements of the sericulture tourist attraction affect tourists' experiences. Six sub-hypotheses (H1.1-H1.6) will be tested based on the tourists' perception of the elements of the sericulture tourist attraction.

Hypothesis 2: Tourists' experiences influence tourists' behavioral intentions. Six sub-hypotheses (H2.1 -H2.6) will be tested based on the tourists' perception of the elements of the sericulture tourist attraction.

For the analysis the influence among variables in the research model to test the hypothesis, the consistency of the model and empirical data were used with the same criteria as the confirmatory factor analysis in Section 2 (in Table 1). The results revealed that the Path Analysis model showed the relationship of the influence among different variables in the research, indicating the relationship between tourists' perceptions toward sericulture tourist attraction, tourists' experiences and tourists' behavioral intention were consistent with empirical data with the statistics meeting various criteria are shown in Table 4.1.

**Table 1:** Statistical values to verify consistency of the path analysis model.

Statistics	Criteria	Statistics obtained	Result
c^2	-	13.86	-
df	-	7	-
c^2/df	Less than 2 or 3	1.98	Passed
p	More than .05	.054	Passed
CFI	More than .95	.995	Passed
TLI	More than .95	.983	Passed
RMSEA	More than .08	.070	Passed

Statistics	Criteria	Statistics obtained	Result
SRMR	More than .08	.022	Passed

Results

Since the path analysis model showing the relationships between variables in the model is consistent with the empirical data, it can explain the influence of the variables in the model. The results showed that the coefficient of influence between the variables according to the research hypothesis was statistically significant at .05 as follows:
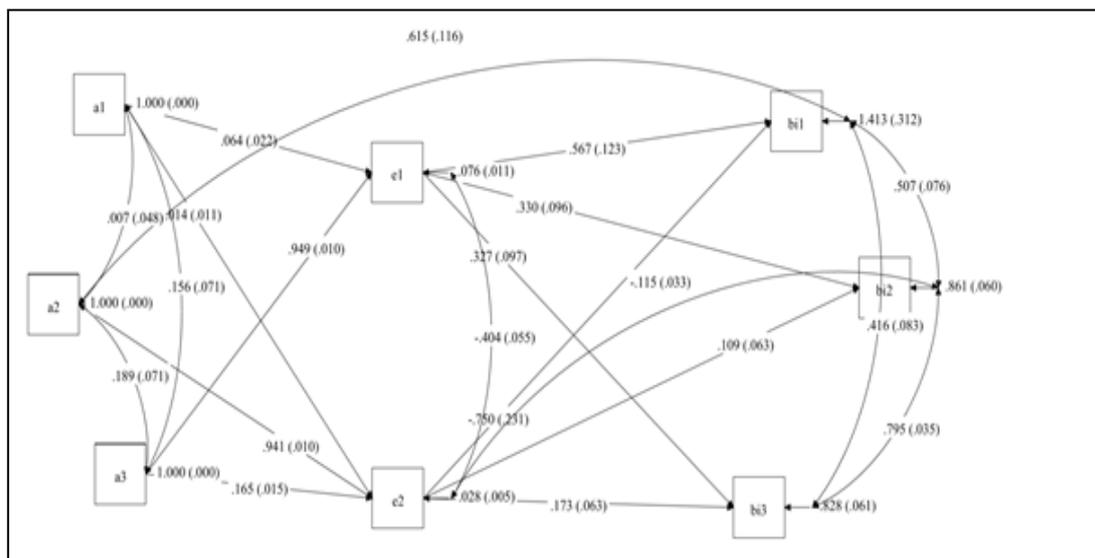
χ^2 = 13.86, df = 7, p = .054, CFI = .995, TLI = .983, RMSEA = .070, SRMR = .022

Figure 2: Model equations for hypothesis testing

Source: Watcharobol Kosolwittayanan (2019)

Hypothesis 1: Tourists' perceptions towards the elements of the sericulture tourist attraction affect tourists' experiences.

1. The perception of the physical environment of the sericulture tourist attraction (TP1) had a positive effect on the emotional experiences and feelings (TE1) which was statistically significant at .05 with the influence coefficient β = .064, p = .003. It means that the more the tourists perceived the physical environment of the tourist attractions, the slightly more the

emotional experiences and feelings increased. Therefore, the results are in accordance with Hypothesis 1.1.

2. The perception of the physical environment of sericulture tourist attraction (TP1) had a positive effect on experiencing new things (TE2) but was not statistically significant at .05. It means that the fact that the tourists perceived the physical environment of the tourist attractions more did not affect experiencing new things. Therefore, the results does not comply with Hypothesis 1.2.

3. The perception of quality and aesthetics of the sericulture tourist attraction (TP2) had a positive effect on the emotional experiences and feelings (TE1) but was not statistically significant at .05. It means that regardless of how the tourists perceived the quality and aesthetics of the sericulture tourist attraction (TP2), it did not affect emotional experiences and feelings. Therefore, the results do not comply with Hypothesis 1.3.

4. The perception of the quality and aesthetics of the sericulture tourist attraction (TP2) had a positive effect on experiencing new things (TE2) which was statistically significant at .05 with the influence coefficient = .941. , $p < .001$. It means that the fact that the tourists perceived the quality and aesthetics of the sericulture tourist attraction more increased experiencing new things. Therefore, the results are in accordance with Hypothesis 1.4.

5. The perception of activities and participation in the sericulture tourist attraction (TP3) had a positive effect on the emotional experiences and feelings (TE1) which was statistically significant at .05 with the coefficient of influence $\beta = .949$, $p < .001$. It means that when the tourists perceived the quality and aesthetics of the sericulture tourist attraction more, it increased the emotional experiences and feelings. Therefore, the results are in accordance with Hypothesis 1.5.

6.The perception of activities and participation in the sericulture tourist attraction (TP3) had a positive effect on experiencing new things (TE2) which was statistically significant at .05 with a coefficient of influence $\beta. = .165$, $p < .001$. It means that when the tourists perceived the quality and aesthetics of the sericulture tourist attraction more, it would increase experiencing new things. Therefore, the results are in accordance with Hypothesis 1.6.

Hypothesis 2: Tourists' experiences influence tourists' behavioral intentions. Six sub-hypotheses (H2.1 -H2.6) will be tested based on the tourists' perception of the elements of the sericulture tourist attraction.

1. Emotional experience and feelings (TE1) had a positive effect on the behavioral intention in terms of loyalty after visiting the attraction (BI1) which was statistically significant at .05 with the influence coefficient β = .567. , p = .001. It means that when the tourists had more emotional experiences and feelings, it would increase the behavioral intention in terms of loyalty after visiting the attraction. Therefore, the results are in accordance with Hypothesis 2.1.

2. Emotional experience and feelings (TE1) had a positive effect on behavioral intention in terms of revisiting the attraction (BI2) which was statistically significant at .05 with an influence coefficient β = .330, p. = .001. It means that when the tourists had more emotional experiences and feelings, it would increase the behavioral intention in terms of revisiting the attraction. Therefore, the results are in accordance with Hypothesis 2.2.

3. Emotional experience and feelings (TE1) had a positive effect on the behavioral intention in terms of recommendation and word of mouth (BI3) which was statistically significant at .05 with the influence coefficient β = .327. , p = .001. It means that when the tourists had more emotional experiences and feelings, it would increase the behavioral intention in terms of recommendation and word of mouth Therefore, the results are in accordance with Hypothesis 2.3.

4. Experiencing new things (TE2) had a negative effect on the behavioral intention in terms of loyalty after visiting the attraction (BI1) which was statistically significant at .05 with an influence coefficient β = -. .750, p = .001. It means that when the tourists experienced new things more, it decreased the behavioral intention in terms of loyalty after visiting the attraction. Therefore, the results are in accordance with Hypothesis 2.4.

5. Experiencing new things (TE2) had a positive effect on the behavioral intention in terms of revisiting the attraction (BI2) but was not statistically significant at .05. It means that how the tourists experienced new things did not increase or decrease the behavioral intention in terms of revisiting the attraction. Therefore, the results do not comply with Hypothesis 2.5.

6. Experiencing new things (TE2) had a positive effect on the behavioral intention in terms of recommendation and word of mouth (BI3) which was statistically significant at .05 with an influence coefficient β =. 173, p = .001. It means that when the tourists experienced new things more, it increased the behavioral intention in terms of recommendation and word of mouth. Therefore, the results are in accordance with Hypothesis 2.6. The hypothesis testing along with the path coefficients can be summarized as shown in Table 2 and Figure 3.

Table 2: Results of Hypothesis Testing by Path Analysis

Path influence	Path coefficients			t	p	Result
	b	β	SE			
H1.1: TP1 --> TE1	0.14	.064	0.02	2.95*	.003	Not comply with hypothesis
H1.2: TP1 --> TE2	0.03	.014	0.01	1.21	.225	Not comply with hypothesis
H1.3: TP2 --> TE1	0.00	.000	0.02	0.00	.999	Not comply with hypothesis
H1.4: TP2 --> TE2	0.85	.941	0.01	91.16*	<.001	Comply with hypothesis
H1.5: TP3 --> TE1	0.87	.949	0.01	97.50*	<.001	Comply with hypothesis
H1.6: TP3 --> TE2	0.15	.165	0.02	10.84*	<.001	Comply with hypothesis
H2.1: TE1 --> BI1	0.96	.567	0.12	4.63*	<.001	Comply with hypothesis
H2.2: TE1 --> BI2	0.56	.330	0.10	3.42*	.001	Comply with hypothesis
H2.3: TE1 --> BI3	0.55	.327	0.10	3.36*	.001	Comply with hypothesis
H2.4: TE2 --> BI1	-1.25	-.750	0.23	-3.24*	.001	Comply with hypothesis
H2.5: TE2 --> BI2	-0.19	.109	0.06	1.74	.082	Not comply with hypothesis

Path influence	Path coefficients			t	p	Result
	b	β	SE			
H2.6: TE2 --> BI3	0.29	.173	0.06	2.75*	.006	Comply with hypothesis

* p < .05 (The influence coefficient was statistically significant at .05.)

Summary and Discussion

According to the hypothesis testing of the research study on tourists' perceptions, experiences and behavioral intentions toward the sericulture tourists attraction, the results are as follows:

1. The perception of the physical environment of the sericulture tourist attraction (TP1) had a positive effect on the emotional experiences and feelings (TE1) which was statistically significant at .05, meaning that when the tourists perceived the physical environment more, it slightly increased the emotional experiences and feelings. However, there is still needs to develop addition services provision, accommodations, and the readiness of the sericulture tourist attraction in terms of suitability, safety and cleanliness of the accommodation.

2. The perception of the physical environment of the sericulture tourist attraction (TP1) had a positive effect on experiencing new things (TE2) but was not statistically significant at .05, meaning that the fact that the tourists perceived the physical environment more did not affect experiencing new things. The development of tourist attractions to meet the standards to accommodate tourists received support from relevant agencies which helped in planning and promoting the development of the sericulture tourist attraction.

3. The perception of quality and aesthetics of the sericulture tourist attraction (TP2) had a positive effect on the emotional experiences and feelings (TE1) but was not statistically significant at .05, meaning that regardless of how the tourists perceived the quality and aesthetics of the sericulture tourist attraction (TP2) did not affect the emotional experiences and feelings. However, when the development of the tourist attraction created an impression, it was important that tourists revisit the attraction in the future.

4. The perception of quality and aesthetics of the sericulture tourist attraction (TP2) had a positive effect on experiencing new things (TE2) which was statistically significant at .05,

meaning that when the tourists perceived the quality and aesthetics more, it increased experiencing new things. Therefore, the sericulture tourist attraction always needs to be improved, so the tourists are impressed. For example, parking space should be sufficient according to the demand, and the inconvenient routes to the attraction should be improved.

5. The perception of activities and participation in the sericulture tourist attraction (TP3) had a positive effect on the emotional experiences and feelings (TE1) which was statistically significant at .05, meaning that when the tourists perceived the activities and participation in the sericulture tourist attraction more, it increased the emotional experiences and feelings. If the sericulture tourist attraction is developed, a souvenir shop that sells sericulture products and a tourist service point to provide information about sericulture are set up and buses are regularly available, it will be more convenient for tourists and they will be more satisfied.

6. The perception of activities and participation in the sericulture tourist attraction (TP3) had a positive effect on experiencing new things (TE2) which was statistically significant at .05, meaning that when the tourists perceived the activities and participation in the sericulture tourist attraction more, it increased experiencing new things. If new and exciting tourism activities and programs are developed such as selling creative souvenirs, it will make tourists more interested in the tourist attraction.

7. Emotional experiences and feelings (TE1) had a positive effect on tourists' behavioral intention in terms of loyalty after visiting the attraction (BI1) which was statistically significant at .05, meaning that when the tourists had emotional experiences and feelings, it increased the tourists' behavioral intention in terms of loyalty after visiting the attraction. Therefore, the people in the community should be trained to have knowledge to welcome tourists and build a network of sericulture tourism.

8. Emotional experiences and feelings (TE1) had a positive effect on tourists' behavioral intention in terms of revisiting the attraction (BI2) which was statistically significant at .05, meaning that when the tourists had emotional experiences and feelings, it increased the tourists' behavioral intention in terms of revisiting the attraction. Therefore, the community should take part in developing the attraction by being a good host and improve the context within the tourist attraction by acquiring new knowledge such as learning foreign languages along with the participation of government and related agencies.

9. Emotional experiences and feelings (TE1) had a positive effect on tourists' behavioral intentions in terms of recommendation and word of mouth (BI3) which was statistically significant at the .05, meaning that when the tourists had more emotional experiences and feelings, it increased the tourists' behavioral intentions in terms of recommendation and word of mouth if people in the community of the sericulture tourist attraction created an impression and develop the tourist attraction in terms of infrastructure.

10. Experiencing new things (TE2) had a negative effect on the tourists' behavioral intention in terms of loyalty after visiting the attraction (BI1) which was statistically significant at .05, meaning that when the tourists experienced new things more, it decreased the behavioral intention in terms of loyalty after visiting the attraction. Therefore, stakeholders should keep their souvenir products up to date in order to attract tourists and see the benefits and meanings of the innovation in souvenir products.

11. Experiencing new things (TE2) had a positive effect on tourists' behavioral intention in terms of revisiting the attraction (BI2) but was not statistically significant at .05, meaning that how the tourists experienced new things did not increase or decrease their willingness to revisit the attraction. However, the tourist attraction still need to be developed in terms of knowledge, tourism skills and new technology whether it is using the internet and an application. I

12. Experiencing new things (TE2) had a positive effect on tourists' behavioral intention in terms of recommendation and word of mouth (BI3) which was statistically significant at .05, meaning that when the tourists experienced new things more, it increased the tourists' behavioral intention in terms of recommendation and word of mouth. Therefore, the sericulture tourism network has to develop a link to promote sericulture tourism, develop the community potential so that tourists can experience the real ways of life and tell stories about the community to others.

Conclusion and Recommendation

According to the study on sericulture tourism development planning, it can be seen that despite a strategy or policy to support the tourism and tourists' demand in cultural tourism, silk weavers continued to pursue their career in weaving for sale in the market. If the current situation of sericulture tourism is combined with the silk weaving community in Khon

Kaen Province, it tends to increase the number of tourists, study groups and agencies that will participate in improving the tourism. However, in terms of the supply, it lacks of community participation and community readiness for the development of the tourist attraction because weaving is considered a family business. If products do not sell well, people in the community will turn to other professions in order to earn income to meet the needs of the modern era. Although the government and various departments have tried to promote the tourism, the changing era affects these community products, especially silk as the customers are specific. As a result, the marketing is limited, and the silk weaving process is time-consuming. Currently there is a high competition in terms of substitute products. However, the integration of the sericulture wisdom into various local festivals has been somewhat successful, such as International Silk Festival which is held annually and Thai silk events in department stores. This can stimulate the downstream silk production which benefits and improve the upstream production.

This research paper extracted knowledge from part of thesis work. Nowadays, the cultural tourism in Thailand is an important tool in inheriting cultures, so the trend of cultural tourism development has gotten more and more attention during increased competition in the tourism market. Tourist attractions and the cultural heritage of Thailand is unique, and the cultural heritage has been passed on for a long time. Therefore, this article focuses on cultural tourism for sustainable tourism development planning by showing the guidelines for cultural tourism development in Thailand taking into account the conservation of arts, cultures and traditions for sustainable tourism.

Tourists' perceptions of the elements of the sericulture tourist attraction has an impact on tourists' experiences. This finding is consistent with Kanchana Sanglimsuwan and Saranya Sanglimsuwan (2016). They found that the current situation of cultural tourism in the silk-weaving community was still sluggish because there were many environmental factors that affected the production and the sale. The silk weaving community in Chonnabot District, Khon Kaen Province is an important source of tourism where people can buy sericulture products. Today, there is a very large proportion of Thai tourists and very few foreigners. However, this finding is consistent with Chaitawat Siribawornpitak (2016) who studied tourism management of local weaving wisdom in the Roi Kaen San Sin Province group to promote it as a creative tourism destination. It was found that the supply, readiness and potential of the community,

participation of people in the community and readiness of the community were important for tourism development. However, in terms of supply, there is a lack of community participation and readiness for the tourist attraction development. Therefore, for the current situation of sericulture tourism in Khon Kaen Province, the communities has gotten together to develop production and marketing networks. Nowadays, sericulture tourism tends to see the increasing number of tourists, and various agencies have played a role in the development. The research by Nicharee Chan-in (2015) on the positive factors and consumers' travel intention at Thai Tourism Fair at the Queen Sirikit National Convention Center showed that only learning factors influenced consumers' travel intentions in Bangkok with β = 0.340 which was statistically significant at .01 in terms of experiencing new things. And Afshar doosta Mohammad and Sadegh Eshaghi (2020) destination image plays significant role in predicting tourist's intentional behavior, in different magnitudes. To be more precise, overall and affective images have the greatest impact on behavioral intention, followed by cognitive image.

In addition, the research findings are in line with ICOMOS (1999). Today, tourists and hosts are increasingly aware of the importance of arts, cultures, festivals and indigenous heritage. The awareness of cultures and the diversity of cultures in each area are the origin of the development of cultural tourism sites. It is apparent that cultural tourism has become the center of the European tourism industry. At the same time, other countries have tried to develop cultural tourism in their own country (Nzama, Magi, & Ngocoho, 2005). Cultural tourism does not only generate revenue and lead to economic development at both the national and regional levels, but it is also an important tool in inheriting cultures. For Thailand, tourism is in a service industry (Smith M.K., 2003) that generates huge income and employment. However, in the midst of increased competition in the tourism market, the work of Stylidis, D., Biran, A., Sit, J., & Szivas, E.M. (2014) found that the trend of cultural tourism development has been gaining increased attention as tourist attractions and the cultural heritage of Thailand is unique and has been passed on for a long time. In the research work by Kanchana Sanglimsuwan and Saranya Sanglimsuwan (2016) on planning the development of cultural tourism, they studied the silk weaving community in Khon Kaen Province which was developed by various departments as a tourist attraction (Queen Sirikit Sericulture Center Khon Kaen, 2017 and Khon Kaen Provincial Tourism and Sports Office, 2017)

Acknowledgements

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