

ملخص البحث السادس – بحث مشترك

Quality of Egyptian Hospitality Education after Accreditation: a Focus Group Analysis of Students' Perspective

جودة التعليم الفندقى المصرى بعد الاعتماد: تحليل لمنظور الطلاب من خلال المجموعات المركزة

عنوان البحث

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Abstract

Background: Education is one of the key fundamentals for sustainable and economic development of societies. Students are at the heart of educational process; therefore they play an important role in the quality and accreditation of the education institutions. However, there is a lack of research on students' perspective on the quality of education in faculties of tourism and hotels after accreditation.

Aim: This study aimed to investigate the hospitality students' perspective on the quality of education in faculties of tourism and hotels after accreditation according to the standards and requirements of the National Authority for Quality Assurance and Accreditation of Education "NAQAAE" in Egypt.

Methods: A Sample of students (n=127) from 5 accredited faculties of tourism and hotels were participated in 10 focus groups interviews (2 groups for each faculty). Specifically, all students (respondents) were purposively chosen from hospitality/hotel studies departments. The student's number per each ranged from 8-13 students. The focus groups were recorded, transcribed and then thematically analyzed.

Findings: The study found that the quality of educational process and elements in accredited tourism and hotels faculties in Egypt did not meet the expectations of students. A gap was observed between students' expectations and perceived service after accreditation. Therefore students emphasized on providing their point of views on the improvement of the quality of education process to decrease the gap between students' perceived service and expected service.

Implications: Theoretically, this study enriches literature on tourism and hospitality education in developing countries, including Egypt. The findings of this study may be useful for policymakers and decisions taker in tourism and hospitality Education. In addition, tutors and professors may use the findings for improve their teaching and research performance.

Keywords: Tourism education- Students' perspectives –Focus group – NAQAAE – Egypt.