

Completed research studies: 2012 to 2017

The table below highlights the research studies that were previously conducted and completed in collaboration with the universities between 2012/13 and 2016/17.

Table 1: Completed research studies (available on the knowledge portal: <https://tkp.tourism.gov.za/Research/researchpapers/Pages/default.aspx>)

University	FY 2012/13 (research project title)	FY 2013/14 (research project title)	FY 2014/15 (research project title)	FY 2015/16 (research project title)	FY 2016/17 (research project title)
University of Pretoria - Department of Tourism management	Analysis of the supply of tourism products for the five key domestic market segments	A model to measure South Africa's tourism competitiveness (phase one)	A model to measure South Africa's tourism competitiveness (phase two)	Regional competitiveness: an emerging domestic market segment perspective	Destination development through understanding tourists' expectations and memorable tourist experiences at major tourist attractions
University of Pretoria - Department of Historical and Heritage studies	Understanding the concept of cross-border guiding in Southern Africa	Harmonisation of tourist guiding training regulations and standards in Southern Africa (phase one)	Harmonisation of tourist guiding training standards in Southern Africa (phase two)	Harmonised tourist guiding in Southern Africa	The potential of the creative industry for destination development in South Africa-film tourism as a case study
University of Venda	Socio-economic impact of sporting events on rural communities: a case study	The socio-economic impact of religious tourism on rural communities in Limpopo: a case study (phase one)	The socio-economic impact of religious tourism on local communities in Limpopo: a case study (phase two)	Local economic development: the case of tourism events	Interventions and incentives needed to improve the number of enterprises, including state-owned tourism attractions that embrace responsible tourism management practices
University of Johannesburg	Customer service satisfaction levels of domestic tourists at accommodation establishments in South Africa	Customer service satisfaction levels at tourist attractions in South Africa (phase one)	customer service satisfaction levels at tourist attractions in South Africa (phase two)	customer service satisfaction index for the accommodation sub-sector in South Africa	Tourism value chain and opportunities for transformation in South Africa
Cape Peninsula University of Technology	Governance and regulation of subvention funds study	Development of a framework to measure the impact of events (phase one)	Development of a framework to measure the impact of events (phase two)	Development of a framework to measure the impact of events- (phase three)	Development of a framework to assess the economic impact of coastal and marine tourism in South Africa (phase one)
University of Zululand (from 2012/13 to 2013/14) University of KwaZulu-Natal (from 2015/16 to 2016/17)	Socio-economic impact of rural tourism routes on adjacent communities: a case study	The planning, development and management of tourism resource facilities and activities in municipalities in three provinces		The impact of community-based tourism projects on local communities in KwaZulu-Natal	The governance and coordination involved in coastal and marine tourism: challenges and opportunities