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)

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