Hotel Inspection Procedures in Egypt: An Exploratory study

Mohamed Azab[1]   **Farida Megahed[2]**   **Haitham El-Sawalhy[2]**

[1]Inspector, Hotels Sector, Ministry of Tourism
[2]Faculty of Tourism and Hotels, University of Sadat City

Abstract
For the most hospitality firms, inspection is a primary element because it is strongly related to the service quality and through which regulations, standards and specifications are experienced. Therefore, the effective inspection system based on clear criteria contributes to improving the quality of services providing and increasing customer satisfaction. The study aims to investigate the existing procedures of hotel inspection in Egypt. Two questionnaire forms were designed to collect data; first one was directed to the employees of the hotel sector in the Egyptian Ministry of Tourism (inspectors) and the second one was directed to the managers of five and four stars hotels in Greater Cairo. Statistical Package for Social Sciences (SPSS V.20) was used for data processing. The research revealed that hotel inspection process is not conducted properly and the existence a number of obstacles facing it. The study recommends that the existing inspection system should be reviewed and the regulations through which the inspection process is carried out should be updated.

Keywords: Inspection, Hotel, Service quality, Inspector.

1. Introduction
Inspection is an important element in any industry, especially the hospitality industry because of its strong relationship with the quality of services provided that is considered the main product in the hospitality field. It is conducted to investigate all elements of hotel establishments and check its conformity with standards and regulations (O'Neill, 2001; Kleiner, 2006; Heizer and Render, 2014). Services standards should be evaluated constantly to ensure that they are being followed and focus on customer needs (Javana, 2008). Therefore, the inspection system based on consistent and clear criteria can improve the quality of hotel services and increase the rates of guests' satisfaction. The study aims at shedding light on the current procedures of hotel inspection in Egypt for review and evaluation to ensure the highest level of service quality.

2. Literature Review

Before each business decides which strategies to use, it should determine the current situation and identify their strengths and weaknesses for making the right decision. Measuring the quality of service provided is a way that helps organizations exploring their current situation (Holjevac, 2000; O'Neill, 2001). Nowadays hotels have many ways in which service quality can be measured such as: data analysis, mystery shopping and hotel inspection (Appelbaum and Berg, 2000; Barnes, 2008). Inspection is the process which happens many times throughout the year and conducted by many inspectors in different locations (Kleiner, 2006).

2.1 Hotel inspection

According to Zontek (2007), hotel inspection is an organized and anticipated process for both chain hotels and other franchised properties for various reasons. While Council of the Inspectors (2012) defined hotel inspection as "the process seeks to ensure that all activities carried out under the authority of the hotel licensing, done in a consistent manner and following prescribed procedures". Also, Daily (2015) defined hotel inspection as a visit to hotel establishments for evaluation. From the previous definitions, hotel inspection can be defined as "the inspectors' visit to the hotel establishments in order to ensure that the quality standards are followed".

Javana (2008) indicated that the hotel is inspected in the three main areas covering the standards of construction and facilities, maintenance and the service provided. Moreover, inspection conducts for hospitality establishments to make sure they comply with health and safety standards (OPPAGA, 2005; Kosar *et al.,* 2012). Inspections can be used to identify efficiency, effectiveness and sustainability of property strategies, operations and programs. They often recommend improvements and determine the required action as the hotel inspection not only highlights the defects and shortcomings but also clarifies the procedures needed to improvement (Gunter, 2005; Council of the Inspectors, 2012). Inspection is an important tool for achieving standardization and improving service quality. In other words, it is an essential key of quality control (Blanc, 2011).

Ford and Heaton (2000) mentioned that there are three types of hotel inspection. Internal auditing, through which a committee consisted of middle management and seniors of the organization passes periodically to review and monitor defects as well as positive things. A third party audit, which is a specialized company that hospitality establishments contract with to review, investigate and monitor hotel operations based on specific standards. The third type as shown by Fitzgerald and Deal (2014) is the government inspection, which is conducted by official organizations such as ministries of tourism, environment, health and other regulatory bodies to make sure that hospitality establishments are compatible with requirements and quality standards.

2.2 Hotel inspection procedures in Egypt

The Ministry of Tourism is the official and main body that plans and regulates tourism in Egypt. It has many tasks but the most essential task is supervising all tourist establishments and activities like tourism companies, travel agencies and hotels. Also, it enacts rules and monitor in order to ensure compliance with laws and regulations (Ministry of Tourism guide, 2008; Al-Batoty, 2010).

The Ministry of Tourism guide (2014) mentioned that the number of hotel establishments increases every year, where it can be noted that there are about 1200 hotels currently working in Egypt other than what is under construction. Hotel establishments are inspected in accordance with Law No. 1 of 1973 on hotel and tourist establishments (Ministry of Tourism guide, 2012). This illustrates shortcomings in the hotel inspection procedures due to its reliance on old laws that need to be updated.

The Ministry of Tourism guide (2008) indicated that all tourist destinations are inspected through higher inspection committees which are formed annually to inspect the hotels in tourist governorates. Moreover, special inspection committees are organized to evaluate or re-evaluate the hotel establishments after fulfilling the necessary requirements. The main goal of the inspection committees is to ensure the quality of the hotel services provided in accordance with the needs and expectations of guests (Ministry of Tourism guide, 2012).

The ministry of tourism has prepared a guide to all health requirements in all Egyptian hotels, to ensure safe food and increase safety awareness. Moreover, the ministerial resolution No.535 of 2010 was issued concerning the classification rules of hotels to apply the New Norms (NN) to all hotel establishments in Egypt in accordance with the standards and specifications of the World Tourism Organization (Ministry of Tourism guide, 2014).

According to the ministry of tourism guide (2012), the hotel inspection process is conducted through three stages: Before inspection, in this stage inspection committees are formed, committee work plan presented to the minister, financial allocations approved. The inspection plan should be prepared including type and objectives of inspection, number of inspectors, inspection tasks, inspection requirements and time schedule for inspection. Moreover, inspectors are provided with adequate and accurate information that serves the objectives of the inspection process (Ministry of Tourism guide, 2014).

The second stage is during inspection, there are various procedures which vary and differ according to the inspection purpose such as inspection to approve the grant of license and periodic inspection. The Article 11 of Law No. 1 (1973) mentioned that hotel and tourist establishments are classified according to the rules set by the minister of tourism. The hotel and tourist establishments sector takes the necessary procedures to evaluate the hotel establishments in terms of infrastructure and equipment items and the level of hotel services as well as the evaluation of health requirements. The inspection includes two parts, the first relates to the assessment of the existing infrastructure and equipment. It is estimated at 80% of the total assessment. The second part relates to the service quality, it is estimated at 20% of the total evaluation and is through unannounced visits. The hotel establishment is required to obtain 80% of the evaluation ratings for the infrastructure items, equipment and service level (Minister of Tourism Decree, 2010).

The third stage of the hotel inspection process is after inspection, which relates to reporting and follow-up. In this stage the results of the inspection should be reported and corrective actions should be taken to meet the inspection requirements (Ministry of Tourism guide, 2010).

3. Research Objectives and Hypotheses
The study aims to evaluate the existing hotel inspection procedures in Egypt. This can be achieved through a set of sub-objectives as follows:

1. Evaluate the existing hotel inspection procedures in Egypt.
2. Explore the hotel managers' opinions about the inspection process.
3. Provide a clear and specific framework for developing the hotel inspection procedures.

As for the research hypotheses**,** the following hypotheses are formulated:

H1: Hotel inspection process in Egypt is conducted properly.

H2: Hotel managers are satisfied with the existing inspection procedures.

H3: There are significant differences between hotels according to classification and management pattern towards the existing hotel inspection process.

4. Methodology

The study methodology relies on using the descriptive analytical method. The quantitative aspects were used in a field study based on the questionnaire. The data were collected through two questionnaire forms. The first one was directed to the employees of the hotel sector in the Egyptian Ministry of Tourism (inspectors), as they carry out the hotel inspection process. This form included (24) sentences related to the analysis of the current hotel inspection process in Egypt through four sections: inspection procedures, methods and tools of inspection, inspectors and reporting and follow-up. While the second questionnaire form was directed to the managers of five and four star hotels in Greater Cairo Region. This form included (10) sentences related to the hotels managers' evaluation of the current hotel inspection procedures. Also, demographic data of respondents were included in two questionnaire forms. According to the Ministry of Tourism guide (2014), there are about 110 inspectors; while the Egyptian Hotel Association guide (2016) pointed out that there are about 35 five star hotels and 28 four star hotels in Greater Cairo Region. Due to the small size of the study population, the comprehensive inventory method was used. About 110 questionnaire forms were distributed to the inspectors of the Egyptian Ministry of Tourism; only 100 forms with the percentage of 91% were retrieved. While 63 questionnaire forms were distributed to the hotels managers; only 60 forms with the percentage 95.2% were retrieved. Five-dimensional Likert scale (1-5) was used to measure the answer of the questions in the questionnaire, where (1) means completely disagree, while (5) means completely agree. Statistical Package for Social Sciences (SPSS) for Windows V.20 was used to analyze the data collected. The reliability and consistency of the two questionnaire forms were tested using the Cronbach's Alpha test.

5. Results and Discussion

The data obtained for this study were collected using two questionnaires developed by the researchers. The first questionnaire was for the Ministry of Tourism employees and the second one was for hotel managers. The results of two questionnaires can be discussed as follows:

5.1 Questionnaire of Tourism Ministry employees

5.1.1 Reliability and validity analysis

Cronbach's alpha coefficient was calculated to determine the internal consistency of the scale. Reliability coefficient of 0.60 or higher is considered "acceptable" in most social science research situations (Rovai *et al.,* 2012). For this study, Cronbach's alpha for Tourism Ministry Employees questionnaire presented in table (1).

Table (1): Coefficient of reliability and validity of the scale constructs

No.	Constructs	No. of items	Cronbach's Alpha	Validity
1	Inspection procedures	6	0.83	0.911
2	Inspection methods and tools	6	0.87	0.932
3	Inspectors	7	0.82	0.905
4	Reporting and follow-up	5	0.82	0.905
	Overall Total Scale	**24**	**0.95**	**0.975**

The previous table showed that Cronbach's Alpha coefficient of all constructs of the study questionnaire had high scores. According to George and Mallery (2003), Cronbach's Alpha coefficient is acceptable at 0.60 or higher. This finding indicates that the instrument is reliable for being used.

5.1.2 Demographic and other Work-related Information

The questionnaire used for Tourism Ministry employees included five items concerning their demographic characteristics and other work-related information. The respondents were asked about their gender, age, educational level, current position and years of experience. This information was useful in understanding the background of the respondents. Results are presented in the following table (2).

Table (2): Demographic profile of the respondents

Demographics	Characteristics and Classification	Frequency (N)	Percentage (%)
Gender	Male	61	61
	Female	39	39
	Total	**100**	**100**
Age	Less than 30 years	33	33
	30- 45 years	35	35
	Older than 45 years	32	32
	Total	**100**	**100**
Education	Bachelor degree	73	73
	Master degree	25	25
	PhD degree	2	2
	Total	**100**	**100**
Position	General manager	9	9
	Department manager	18	18
	Inspector	73	73
	Total	**100**	**100**
Experience	Less than 5 years	24	24
	5- 10 years	35	35
	More than 10 years	41	41
	Total	**100**	**100**

The data in table (2) indicate that out of the 100 respondents, 61 (61%) were male and 39 (39%) were female, indicating that the majority of inspectors are male. According to age, 32 (32%) of the respondents were over 45 years old, 33 (33%) belong to the less than 30 years old group, and the majority of 35 (35%) belong to the 30- 45 years old group. This indicates that most of the inspectors are in the youth   age; this may be due to the fact that the hotel inspection process requires a great mental and physical effort, strong observation and permanent movement to cover the entire hotel establishment with its facilities in the shortest possible time and with the highest possible efficiency. In addition, they are able to deal with modern technology.

The data also indicate that only 2 (2%) of the respondents possess PhD degree, 25 (25%) possess a master degree, and the majority of 73 (73%) have a bachelor degree. This may be due to the appointment of a group of the first graduates in the ministry in recent years as well as a group of masters and PhD students. Regarding the position, 9 (9%) of the respondents were working as a general manager, 18 (18%) were working as a department manager and 73 (73%) were working as an inspector. In addition, the data also indicate that 24 (24%) of the respondents were working less than five years in the Tourism Ministry, 35 (35%) belong to the 5-10 years group and 41 (41%) were working more than 10 years.

5.1.3 Hotel inspection systems and procedures as perceived by Ministry of Tourism employees

The following tables (3), (4), (5), (6) and (7) clarify the evaluation of existing hotel inspection procedures from the perspective of employees.

Table (3): Inspection procedures

No.	Statement	Mean	Std. deviation	Frequencies				
	Inspection Procedures	**2.27**	**.805**	**1**	**2**	**3**	**4**	**5**
1	The inspection of hotels is regularly and periodically conducted.	2.60	1.348	26.0	30.0	12.0	22.0	10.0
2	The appropriate facilities are available to carry out the inspection effectively.	1.79	.967	48.0	34.0	11.0	5.0	2.0
3	There is a sufficient and an effective coordination among all departments concerned of inspections.	2.68	1.091	19.0	18.0	44.0	14.0	5.0
4	There is continuous review of hotel inspection policies for being developed.	2.23	1.136	33.0	30.0	21.0	13.0	3.0
5	The existing procedures comply with international hotel standards.	2.02	.985	37.0	33.0	22.0	7.0	1.0
6	The existing inspection procedures are sufficient to improve the quality of the hotel service.	2.31	.971	20.0	43.0	25.0	10.0	2.0
	1- Completely disagree 2- Disagree 3- Neutral 4- Agree 5- Completely agree							

The previous table (3) indicates that means of the existing hotel inspection systems and procedures as perceived by ministry of tourism employees was 2.27 with a standard deviation value of .805. According to this table, for the first question regarding if the inspection of hotels are regularly and periodically conducted, 56% of the respondents confirmed that the inspection of hotels isn't regularly and periodically done.

While only 32% agreed that the inspection of hotels is regularly and periodically done and 12% were neutral. This result can be due to the lack of financial resources, facilities and the limited number of qualified inspectors. For the second question regarding if the appropriate facilities are available to carry out the inspection effectively, 82% of the respondents confirmed that the appropriate facilities aren't available to carry out the inspections effectively. While only 7% agreed that the appropriate facilities are available to carry out the inspections effectively and 11% were neutral.

For the third question regarding if there is a sufficient and an effective coordination among all departments concerned of inspections, 37% of the respondents confirmed that there is no sufficient and an effective coordination among departments concerned of inspections, while 19% agreed that there is a sufficient and an effective coordination and 44% were neutral. This result reflects the lack of effective communication. The next question regarding if there is continuous review of hotel inspection policies for being developed, 63% of the respondents confirmed that there is no evaluation of hotel inspection policies, while only 16% agreed that there is continuous evaluation and review of hotel inspection policies and 21% were neutral.

For the fifth question regarding if the existing procedures comply with international hotel standards, 70% of the Tourism Ministry employees confirmed that the current procedures don't allow an evaluation that complies with international hotel standards, while only 8% agreed that the current procedures allow an evaluation that complies with international hotel standards and 22% were neutral. For the last question regarding if the existing inspection procedures are sufficient to improve the quality of the hotel service, 63% of the respondents confirmed that the existing inspection procedures aren't sufficient to improve the quality of the hotel service, while only 12% agreed that the existing inspection procedures are sufficient to improve the quality of the hotel service and 25% were neutral. This result is not consistent with Barnes (2008) who pointed out that inspection is the most important way to achieve the concept of quality. The following table (4) clarifies the evaluation of the inspection methods and tools as follows:

Table (4): Inspection methods and tools

No.	Statement	Mean	Std. deviation	Frequencies				
				1	2	3	4	5
	Inspection methods and tools	**2.31**	**.784**					
1	Inspection based on clear and consistent criteria	2.79	1.241	32.0	17.0	27.0	18.0	6.0
2	There is flexibility in the existing inspection system to ensure efficiency and effectiveness.	2.91	1.156	26.0	30.0	18.0	21.0	5.0
3	Modern tools and methods are provided to be used in inspections.	1.98	.921	34.0	42.0	17.0	6.0	1.0
4	Modern technology and techniques are used to conduct inspection.	2.00	1.035	39.0	34.0	17.0	8.0	2.0
5	The inspection program schedule is sufficient to cover all hotel establishments	2.34	.945	20.0	37.0	34.0	7.0	2.0
6	Required financial allocations are provided for inspection committees' work.	1.83	1.083	54.0	21.0	15.0	8.0	2.0
	1- Completely disagree 2- Disagree 3- Neutral 4- Agree 5- Completely agree							

The previous table (4) shows that means of the existing hotel inspection methods and tools as perceived by ministry of tourism employees was 2.31 with a standard deviation value of .784. For the first question regarding if there are clear and consistent criteria for inspection, 49% of the respondents confirmed that there aren't clear and consistent criteria for inspection, while only 24% agreed that there are clear and consistent criteria for inspection and 27% were neutral. The second question regarding if there is flexibility in the existing inspection system to ensure efficiency and effectiveness, 56% of the respondents confirmed that the existing inspection system not flexible to ensure efficiency and effectiveness, while only 26% agreed that there is flexibility in the current inspection system to ensure efficiency and effectiveness and 18% were neutral.

For the third question regarding if modern tools and methods are provided to be used in inspections, 76% of the respondents confirmed that modern tools and methods aren't provided to be used in inspections, while only 7% agreed that modern tools are provided to be used in inspections and 17% were neutral. In addition, 73% of the respondents confirmed that modern technology and techniques aren't used to conduct inspection, while only 10% agreed that modern technology and techniques are used to conduct inspection and 17% were neutral. According to the sufficiency of inspection programs to cover hotel establishments, 57% of the respondents confirmed that the inspection program schedule isn't sufficient to cover all hotel establishments, while only 9% agreed that the inspection program schedule is sufficient to cover all hotel establishments and 34% were neutral. Blanc (2011) pointed out that inspection schedules should be designed to achieve effective use of existing resources.

For the sixth question regarding if required financial allocations are provided for inspection committees' work, 75% of the ministry of tourism employees confirmed that required financial allocations aren't provided for inspection committees' work, while only 10% agreed that necessary financial allocations are provided for inspection committees' work and 15% were neutral. The following table (5) indicates means, standard deviations and frequencies for evaluating the existing inspectors in the Ministry of Tourism as follow:

Table (5): Inspectors

No.	Statement	Mean	Std. deviation	Frequencies				
				1	2	3	4	5
	Inspectors	**2.43**	**.713**					
1	There are a sufficient number of inspectors to conduct hotel inspections.	2.55	1.086	16.0	39.0	23.0	18.0	4.0
2	The inspectors are scientifically and practically qualified to carry out hotel inspections.	2.72	1.092	11.0	37.0	28.0	17.0	7.0
3	The inspectors have experience to do inspections.	2.86	1.064	8.0	43.0	21.0	21.0	7.0
4	The performance of inspectors is periodically and continuously evaluated.	2.28	.944	19.0	46.0	26.0	6.0	3.0
5	Specialized training courses are held for inspectors to improve their performance.	2.51	1.040	14.0	45.0	20.0	18.0	3.0
6	Specialists outside the ministry help in inspections.	1.94	.930	36.0	43.0	13.0	7.0	1.0
7	There is an experience exchange with other countries and institutions to improve inspectors' performance.	2.55	1.086	28.0	41.0	19.0	10.0	2.0
	1- Completely disagree 2- Disagree 3- Neutral 4- Agree 5- Completely agree							

As illustrated in table (5), the overall mean of evaluating the existing inspectors in the ministry of tourism was 2.43 which indicated dissatisfaction with the level of human resources (inspectors). About 55% of the respondents confirmed that there aren't a sufficient number of inspectors to conduct hotel inspections, while only 22% agreed that there are a sufficient number of inspectors to conduct hotel inspections and 23% were neutral .

For the second question regarding if the inspectors are scientifically and practically qualified to carry out hotel inspections, 48% of the respondents confirmed that the inspectors aren't qualified to carry out hotel inspections, while only 24% agreed that the inspectors are qualified to carry out hotel inspections and 28% were neutral. In Addition, 51% of the respondents confirmed that the inspectors don't have sufficient experience to carry out hotel inspections, while only 28% agreed that the inspectors have sufficient experience to carry out hotel inspections and 21% were neutral. Also, 65% of the respondents confirmed that the performance of the ministry inspectors isn't periodically and continuously evaluated, this may be due to the lack of interest to develop the inspectors' skills and build new generations of them. Only 9% agreed that the performance of inspectors is periodically and continuously evaluated and 26% were neutral. For the training courses that held to improve the performance of inspectors, 59% of the tourism ministry employees confirmed that there aren't specialized training courses held for inspectors. This result related to the previous one; because the training needs and special training courses determined by effective performance appraisal. Only 21% agreed that there are specialized training courses held for inspectors and 20% were neutral. According to Ministry of Tourism Guide (2010), the inspectors always need to have training courses to be qualified and raise their competence as required.

For the sixth question regarding if specialists from outside the tourism ministry help in inspections, 79% of the respondents confirmed that no specialists from outside the tourism ministry are used in inspections, while only 8% agreed that specialists from outside the tourism ministry sometimes help in inspections and 13% were neutral. Also, 69% of the respondents confirmed that there isn't experience exchange with foreign countries and institutions to improve the performance of the inspectors, while only 12% agreed that there is an exchange of experience with foreign countries and institutions to improve the performance of the inspectors and 19% were neutral.

The following table (6) illustrates means, standard deviations and frequencies for inspection reporting and follow-up as follow: The obtained data in the previous table (6) indicated that the mean of inspection reporting and follow up process was 2.73. For the inspection report and feedback, 46% of the respondents confirmed that the inspection report isn't sent to hotels in an appropriate method, while 32% agreed that the inspection report is send in an appropriate method and 22% were neutral. In addition, 58% of the respondents confirmed that there aren't dedicated mechanisms to ensure that the report reached the hotel, while only 16% agreed that there are dedicated mechanisms and 26% were neutral.

Table (6): Reporting and follow-up

No.	Statement	Mean	Std. deviation	Frequencies				
				1	2	3	4	5
	Reporting and follow-up	**2.73**	**.821**	1	2	3	4	5
1	The inspection report is sent to the hotels in an appropriate method	2.17	1.016	15.0	31.0	22.0	28.0	4.0
2	There are dedicated mechanisms to ensure that the report reached the hotel.	2.75	1.140	14.0	44.0	26.0	14.0	2.0
3	Adequate time periods are given for hotel establishments to finish the report observations.	2.46	.968	10.0	16.0	28.0	31.0	15.0
4	There are specialized committees to follow up the hotel establishments after the inspection process.	3.25	1.192	11.0	43.0	23.0	18.0	5.0
5	There are specific programs to follow up low-level hotel establishments	2.63	1.060	10.0	44.0	25.0	19.0	2.0
	1- Completely disagree 2- Disagree 3- Neutral 4- Agree 5- Completely agree							

For the third question regarding if adequate time periods are given for hotel establishments to finish the report observation, 26% of the respondents confirmed that adequate time periods aren't given for hotel establishments to finish the observations in the report, while 46% agreed that adequate time periods are given for hotel establishments to finish the observations and 28% were neutral. According to American Automobile Association (2010), inspection committee should be establishing a timeframe to correct violations by hotel management.

For the fourth question regarding if there are specialized committees to follow up the hotel establishments after the inspection process, 54% of the respondents confirmed that there aren't specialized committees to follow up the hotel establishments after the inspection process, while 23% agreed that there are specialized committees to follow up and 23% were neutral. Also, 54% of the Tourism Ministry employees confirmed that there aren't specific programs to follow up low-level hotel establishments, while 21% agreed that there are programs to follow up low-level hotel establishments and 25% were neutral. Follow up committees should be formed to ensure that notes and recommendations in the inspection report are considered and completed (Missouri Department of Health and Senior Services, 2008).

The following table (7) summarizes the evaluation of hotel inspection procedures from the perspective of Tourism Ministry employees.

Table (7): Evaluation of hotel inspection process as perceived by Ministry of Tourism employees

No.	Statement	Mean	Std. deviation
1	Inspection Procedures	2.27	.805
2	Inspection methods and tools	2.31	.784
3	Inspectors	2.43	.713
4	Reporting and Follow-up	2.73	.821
	Overall Mean	**2.43**	**.713**

The previous table (7) indicated that the overall mean of the hotel inspection evaluation as perceived by the ministry of tourism employees was 2.43. According to these findings, the hypothesis that said "Hotel inspection process in Egypt is conducted properly" was rejected.

5.2 Questionnaire of Hotel Managers

5.2.1 Reliability and validity analysis

As illustrated in the following table (8) Cronbach's alpha coefficient was calculated to determine the internal consistency of the questionnaire. According to the findings, Cronbach's alpha coefficient for hotel managers' questionnaire was 0.91 which reflect high reliability for the study instrument.

Table (8): Coefficient of reliability and validity of hotel managers' instrument

No.	Constructs	No. of items	Cronbach's Alpha	Validity
1	Existing hotel inspection systems and procedures	10	.91	.953

5.2.2 Demographic profile of hotel managers

The demographic profiles of the hotel managers are shown in in the following table (9).

Table (9): Demographic profile of hotel managers

Demographics	Characteristics and Classification	Frequency (N)	Percentage (%)
Gender	Male	51	85
	Female	9	15
	Total	**60**	**100**
Age	Less than 30 years	9	15
	30- 45 years	32	53.3
	Older than 45 years	19	31.7
	Total	**60**	**100**
Education	Bachelor degree	35	58.3
	Master degree	20	33.3
	PhD degree	5	8.3
	Total	**60**	**100**
Position	General manager	26	43.3
	Deputy general manager	20	33.3
	Department manager	14	23.3
	Total	**60**	**100**
Experience	Less than 5 years	1	1.7
	5- 10 years	18	30
	More than 10 years	41	68.3
	Total	**60**	**100**
Hotels profile			
Classification	Four stars	26	43.3
	Five stars	34	56.7
	Total	**60**	**100**
Management Type	Chain	44	73.3
	Independent	16	26.7
	Total	**60**	**100**

According to data from the previous table, it is noted that out of the 60 respondents, 51 (85%) were male and 9 (15%) were female. This result shows that the majority of the study population is male; it means that males always have the largest presence in the field of hospitality work compared to females. Only 19 (31.7%) of the respondents were over 40 years old, 9 (15%) belong to the less than 30 years old group, and the majority of 32 (53.3%) belong to the 30-45 years old group. The data indicate that only 5 (8.3%) of the respondents possess PhD degree, 20 (33.3%) possess a master degree, and the majority of 35 (58.3%) have a bachelor degree. The previous result indicates the high scientific level of the respondents, which means that their opinions will be affected by their background and that, can lead to accurate and clear views.

Regarding managers' position, 26 (43.3%) of the respondents were working as a general manager, 20 (33.3%) were working as a deputy general manager and 14 (23.3%) were working as a department manager. In addition, the data also indicate that only one (1.7%) of the respondents was working less than five years in the hotel, 18 (30.0%) belong to the 5-10 years group and 41 (68.3%) were working more than 10 years. This result shows the diversity of practical experience among the respondents in the hospitality industry, which makes them able to form accurate views on hotel inspection procedures where experience is one of the most influential factors in the views of individuals towards things. According to hotel classification, 34 (56.7%) of the managers were working for five star hotels and 26 (43.3%) were working for four star hotels. Finally, 44 (73.3%) of the managers were working for chain hotels and 16 (26.7%) were working for independent hotels.

5.2.3 Existing hotel inspection systems and procedures

The following table (10) clarifies the evaluation of current hotel inspection procedures from the hotel managers' perspective to measure their satisfaction.

Table (10): Existing hotel inspection systems and procedures as perceived

No.	Statement	Mean	Std. deviation	Frequencies				
	Existing hotel inspection systems and procedures	2.67	.784	1	2	3	4	5
1	Hotel inspection programs are regularly implemented	2.92	1.169	15.0	35.0	18.3	23.3	8.3
2	The current inspection procedures contribute to improve the quality of the provided services	2.78	.940	5.0	53.3	25.0	10.0	6.7
3	Clear and consistent criteria are established in the inspection procedures	2.83	.827	1.7	50.0	33.3	10.0	5.0
4	There is coordination with the inspection authorities before, during and after the inspection	2.63	1.073	13.3	35.0	33.3	11.7	6.7
5	Inspection is done by specialized committees with sufficient awareness of the importance of inspection	2.77	1.015	10.0	43.3	28.3	11.7	6.7
6	Inspectors are impartial and positive during the inspection process	3.20	1.038	6.7	13.3	45.0	23.3	11.7
7	Inspectors have sufficient experiences to perform their duties efficiently	2.68	.930	6.7	48.3	30.0	10.0	5.0
8	Existing procedures allows to discuss the inspection results immediately after it is conducted	2.43	1.110	15.0	51.7	16.7	8.3	8.3
9	There are effective mechanisms to follow up the hotel establishments after conducting inspections	2.37	1.104	15.0	58.3	10.0	8.3	8.3
10	Your opinions and suggestions are used to develop hotel inspection procedures	2.12	1.236	45.0	18.3	21.7	10.0	5.0
	1- Completely disagree 2- Disagree 3- Neutral 4- Agree 5- Completely agree							

The previous table indicate that overall mean of the existing hotel inspection systems and procedures as perceived by hotel managers was 2.67 with a standard deviation value of .784. This means a low to slightly moderate perception. According to this table, for the first question in that group regarding the implementation of the hotel inspection programs in a regular way, 50% of the managers not agreed with that, while 31.6% of the managers agreed and 18.3% were neutral (M: 2.92; SD: 1.169). This finding shows a lack of hotel inspection implementation. This may be due to the shortage of financial resources, facilities and the limited number of qualified inspectors. Regarding the contribution of the current hotel inspection procedures in improving the quality of provided services, 58.3% of the managers indicated that the current hotel inspection procedures don't contribute to improving the quality of the provided services, while 16.7% agreed that the current hotel inspection procedures contribute to improving the quality of the provided services and 25% were neutral (M: 2.78; SD: .940). This result is not consistent with American Automobile Association (2010) which indicates that inspection programs should be reflect guests' expectations.

Regarding criteria of the hotel inspection, 51.7% of the managers confirmed that hotel inspection process not based on clear and fixed criteria, while only 15% agreed that there are fixed and clear criteria and 33.3% were neutral (M: 2.83; SD: .827). In addition, 48.3% of the respondents confirmed that there is no coordination among the inspection authorities, while 18.4% of them only see that there is coordination among the inspection authorities and 33.3% were neutral (M: 2.63; SD: 1.073). Regarding the inspection committees, 53.3% of the managers assured that the inspection is not carried out through specialized committees with sufficient awareness of the importance of inspection; this may be due to the great interest of inspectors to inspect only furniture, floors, ceilings and ignore the quality of service provided, 18.4% agreed that the inspection is carried out through specialized committees with sufficient awareness of the importance of inspection and 28.3% were neutral (M: 2.77; SD: 1.015).

Regarding the inspectors' behavior during the inspection, 35% agreed that the inspectors' behavior is neutral and positive during the inspection, while 20% of respondents confirmed that the inspectors' behavior isn't impartial and positive during the inspection and 45% were neutral (M: 3.20; SD: 1.038). The previous result may indicate that hotel managers feel embarrassed or reluctant to talk about inspectors' behavior because that differs greatly from person to person. For the experience of inspectors, 55% of the managers confirmed that the inspectors do not have sufficient experiences to perform their tasks efficiently, while 15% agreed that the inspectors have sufficient experiences to perform their tasks efficiently and 30% were neutral (M: 2.68; SD: .930). This result shows significantly that the inspectors don't have sufficient experiences to perform their tasks efficiently.

Regarding if hotel inspection procedures allow discussion of inspection results, 66.7% of the managers confirmed that the existing hotel inspection procedures don't permit discussing the inspection results immediately after it is conducted, this may be due to the shortage of time available for inspection committees in each hotel, while only 16.6% agreed that the current hotel inspection procedures permit discussing the results of the inspection immediately and 16.7% were neutral (M: 2.43; SD: 1.110). This result shows that the existing hotel inspection procedures don't allow discussing the inspection results immediately after it is conducted. According to Blank (2008), during the exit interview the inspector should be clearly describes the negative notes and discusses corrective measures, Also, set dates by which the irregularities must be corrected.

For the ninth question in this group regarding the existence of effective mechanisms to follow up the hotel establishments after conducting the inspection, 73.3% of the managers confirmed that there is no effective mechanisms for following up the hotel establishments after conducting the inspection, while 16.6% agreed that there are effective mechanisms for following up the hotel establishments after conducting the inspection and 10% were neutral (M: 2.37; SD: 1.104). This result indicates that there are no effective mechanisms for following up the hotel establishments after conducting the inspection.

For the last question regarding using managers' views and suggestions to develop the inspection procedures, 63.3% of the respondents confirmed that their views and suggestions aren't requested, while 15% agreed that their opinions and suggestions are requested to develop the hotel inspection procedures and 21.7% were neutral (M: 2.12; SD: 1.236).

According to these findings, the first hypothesis "Hotel inspection process in Egypt is conducted properly" was rejected. In addition, the second hypothesis "Hotel managers are satisfied with the existing inspection procedures" also rejected.

5.2.4 Differences Between hotels according to classification and management pattern

The following table (11) shows differences between hotels according to classification and management pattern regarding the existing hotel inspection systems and procedures according Mann-Whitney Test as fellow:

Table (11): Differences between hotels according to classification and management pattern

Existing hotel inspection systems and procedures		N	Mean Rank	Mann-Whitney	Sig.
Hotel Classification	Five Stars	34	35.72	264.5	.008
	Four Stars	26	23.67		
Management Type	Chain	44	33.28	229.5	.040
	Independent	16	22.84		

As shown in the previous table, there is a significant difference between hotels according to hotel classification. The P. value equals (0.008), and this value is less than 5%. Therefore, it is confirmed that the five-star hotel managers are less satisfied with hotel inspection systems and procedures than their counterparts in four-star hotels. This result may be due the concern of five-star hotels to apply standards and specifications. The same for management pattern, it is noted from the previous table that there is a significant difference between hotels according to their management type regarding the existing procedures and systems of hotel inspection. The P. value equals (0.04). This result may be due to the fact that chain hotels are more concerned with inspection than independent hotels. According to these findings, the third hypothesis "There are significant differences between hotels according to classification and management pattern towards the existing hotel inspection process" was accepted.

6. Conclusion and Recommendations

The study explored an evaluation for the existing hotel inspection process in Egypt. Based on findings, hotel inspection isn't conducted properly, this due to a number of obstacles facing the process such as lack of financial allocations, absence of clear criteria, inspectors, lack of cooperation and coordination between all parties. Moreover, hotel managers are not satisfied with the current inspection procedures. In order to overcome these obstacles for developing hotel inspection process in Egypt, both the Ministry of Tourism and Hotel establishments should adopt a framework based on the following points:

(A) Ministry of Tourism

- Updating laws and regulations governing hotel inspection procedures.
- Financial allocations required for the inspections must be provided.
- Adopt clear and consistent criteria that comply with international standards.
- Providing a sufficient number of qualified inspectors to carry out inspection.
- Providing modern tools and new technology to be used in hotel inspection.
- Effective cooperation and coordination with hotel managers and taking their views into consideration.
- Reviewing inspection procedures periodically to develop and improve it.

(B) Hotel establishments:

- Understand the importance of inspection of the hotel establishment and its impact on service quality and property image.
- Cooperation with the ministry inspectors and facilitate their work during the inspection.
- Provide the inspectors with the necessary data and information during the inspection.
- Continuous communication with the Ministry of Tourism to identify the new hotel specifications proposed for future implementation.

References

- American Automobile Association (2010), "Approval Requirements and Diamond Rating Guidelines Lodging", Heathrow: AAA Publishing.

- Appelbaum, E. and Berg, P. (2000), "Manufacturing Advantage", Why High Performance Work Systems Pay Off. Ithaka: ILR Press.

- Barnes, D. (2008), "Operations Management", An International Perspective. Cengage Learning EMEA.

- Blanc, F. (2011), "Reforming Inspections", Measuring Success - Challenges in Former Soviet Republics and their Neighbors, Paper presented to the ECPR General Conference, Reykjavik.

- Blank, C. (2008), "Surprise Guests by Predicting Their Needs", *Hotel and Motel Management*, Vol. 223, No. 18, p. 20.

- Council of the Inspectors General on Integrity (2012), "Quality Standards for Inspection and Evaluation". Available online at: https://www.ignet.gov/sites/default/files/files/...eval/iestds12r.pdf

- Daily, L. (2015), "Making sense of hotel ratings". Available online at: http://www.viamagazine.com/top_stories/articles/Hotel_Ratings04.asp.

- Fitzgerald, M. and Deal, N. (2014), "Tourist Accommodations Rules and Regulations", Inspection Guide.

- Ford, R. and Heaton, C. (2000), "Managing the Guest Experience in Hospitality", Albany: Delmar Thomson Learning.

- George, D. and Mallery, P. (2003). SPSS for Windows step by step: A simple guide and reference, 4th ed., Boston: Allyn & Bacon.

- Gunter, H. (2005), "Experience' defines ultra-luxury", *Hotel and Motel Management,* Vol.220, No.17, pp. 14-15.

- Heizer, J. and Render, B. (2014), "Operations Management", Pearson Education, USA.

- Holjevac, I. (2000), "Quality management in tourism and hospitality industry, Human Capital, Culture and Quality in Tourism and Hospitality Industry", University of Rijeka, Faculty of Tourism and Hospitality Management, Opatija.

- Javana, N. (2008), "The Relationship between the Hotel Rating System, Service Quality Improvement, and Hotel Performance Changes: A Canonical Analysis of Hotels in Thailand", *Journal of Quality Assurance in Hospitality & Tourism*, Vol. 9, No.1, pp. 34-56.

- Kleiner, M. (2006), "Licensing Occupations", Ensuring Quality or Restricting Competition? W.E. Upjohn Institute for Employment Research, Kalamazoo.

- Kosar, L., Kosar, N. and Mašić, S. (2012), "The Contribution of European Standards in improving the quality of national hotel product", *Quaestus multidisciplinary Research Journal*, pp. 25-40.

- Missouri Department of Health and Senior Services (2008), "Environmental Health Operational Guidelines", Jefferson City, USA.

- O'Neill, M. (2001),"Measuring service quality and customer satisfaction", In J. Kandampully, C. Mok, & B. Sparks (Eds.), Service Quality Management in Hospitality, Tourism, and Leisure, New York: Haworth Press.

- OPPAGA Report (2005), "Division of Hotels and Restaurants improves operations but not meeting inspection goals", *International Journal of Quality and Reliability Management*, Vol. 14, No. 3, pp. 204-218.

- Rovai, A., Baker, J. and Ponton, M. (2012). Social science research design and statistics: A practitioner's guide to research methods and IBM SPSS analysis. 1st ed., Chesapeake, Water tree Press LLC.

- Zontek, D. (2007), "Hospitality and Tourism management", Niagara University, College of Hospitality and Tourism Management, New York.

- القانون رقم ١ لسنة ١٩٧٣ فى شـأن المنشـآت الفندقيـة والسياحية، وزارة الصناعة والتجـارة الخـارجيـة، الهيئة العامة لشئون المطابع الأميرية، الطبعة العاشرة ٢٠١٢.
- دليل وزارة السياحة، مطبوعات وزارة السياحة، طبعات ٢٠٠٨، ٢٠١٠، ٢٠١٢، ٢٠١٤.
- دليل غرفة المنشآت الفندقية، مطبوعات وزارة السياحة، طبعة ٢٠١٦.
- سعيد البطوطى (٢٠١٠). شركات السياحة ووكالات السفر، القاهرة: مكتبة الأنجلو المصرية.
- قرار وزير السياحة رقم ٥٣٥ لسنة ٢٠١٠ بتاريخ١٩ / ٨ / ٢٠١٠، جريدة الوقائع المصرية، العدد ٢١٨ فى ٢٠١٠/٩/٢١.

إجراءات التفتيش الفندقي في مصر: دراسة استكشافية

محمد عزب ¹   فريدة مجاهد ²   هيثم الصوالحي ²

¹ مفتش بوزارة السياحة المصرية
² كلية السياحة والفنادق، جامعة مدينة السادات

الملخص العربى

تعتبر عملية التفتيش الفندقى واحدة من أهم أدوات مراقبة الجودة وضبط مستويات الأداء الفندقى، وتتم عملية التفتيش من خلال مجموعة من الاجراءات والقواعد للتأكد من مدى مطابقة المنشآت الفندقية للمعايير والمواصفات التى تضعها الجهات المختصة. لذا فان اجراءات التفتيش المبنية على معايير واضحة وثابتة من شأنها الارتقاء بمستوى جودة الخدمات الفندقية المقدمة وتحسين مستوى رضاء العملاء. تهدف الدراسة الى تقييم الاجراءات الحالية للتفتيش الفندقى فى مصر وتقديم اطار عمل لتطوير وتحسين عمليات التفتيش الفندقى. تم جمع البيانات الميدانية من خلال استمارتى استقصاء، الأولى وجهت إلى المفتشين بقطاع الفنادق فى وزارة السياحة والثانية وجهت إلى مدراء فنادق الأربع والخمس نجوم فى اقليم القاهرة الكبرى. تم تحليل النتائج المتحصل عليها احصائيا باستخدام الاصدار العشرين من برنامج تحليل الحزم الاحصائية للعلوم الاجتماعية SPSS. وخلصت الدراسة إلى وجود قصور فى تطبيق الاجراءات الحالية لعمليات التفتيش الفندقى فى مصر بالاضافة إلى عدم رضاء مدراء الفنادق عن تلك الاجراءات وأنها لاتساعد فى الارتقاء بمستوى الخدمات الفندقية المقدمة. ومن ثم توصى الدراسة بضرورة تحديث اللوائح والقوانين التى تنظم عملية التفتيش الفندقى فى مصر بما يتوافق مع المعايير الفندقية الدولية من خلال اطار عمل قائم على التعاون والتنسيق بين كافة الجهات المعنية.

الكلمات الدالة: إجراءات التفتيش، جودة الخدمة، الفنادق، مصر.