

**Bucharest University of Economic Studies**  
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**Business Management**

**RESEARCH REGARDING THE INTEGRATED**  
**DEVELOPMENT OF INTERNATIONAL TOURIST**  
**DESTINATIONA**  
**EDUCATIONAL SYSTEM, AS A MECHANISM FOR**  
**DESTINATION DEVELOPMENT**

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## SUMMARY

Considering the importance that the tourism and travel industry has from the point of view of contributing to the development of a country, regardless of the region, the economic, political and social context to which we refer, the present thesis, with the title "Research on the integrated development of international tourist destinations. The education system, as a mechanism for destination development " is an important step in researching how the integrated development of tourist destinations through the point of view of the quality of human resources and of the implemented education systems, impacts progress.

Through an integrated vision of the development of tourist destinations, through the sustainable exploitation of all resources (financial, environmental, human), the tourism and travel industry can generate multiple economic advantages for all countries and tourist regions and implicitly for the global economy.

The importance of the role of human resources in the success of an organization is undeniable, it being recognized that employees in the tourism industry represent the most valuable resource, and education in tourism is a cornerstone for the qualification and training of future employees in the tourism industry and a determining factor of performance and competitiveness.

The topic of this thesis "Research on the integrated development of international tourist destinations. The education system, as a mechanism for destination development " is of great interest, especially in the context where, at present, both at the national and at the European level, one of the main challenges is the unqualified human resource. The work responds to acute and important needs for the development of tourist destinations, all the more so since the shortage of personnel, accompanied by their sometimes deficient training, is an aspect reported by the entire tourism industry.

The first part of the doctoral thesis includes conceptual approaches, namely the current state of knowledge in the field of tourism and travel industry, tourist destinations, human resources - as a catalyst for performance. The second part of the thesis includes a complex applied research using current econometric models, to identify the determinants of the quality of tourism services, on the one hand, and to analyze the skill deficit for employees in the tourism industry in Romania, on the other.

The originality and uniqueness of the research carried out are supported by the analysis of the determining factors of the quality of tourist services in the field of hospitality and the profile

of employees in the tourism industry in Romania, using a mixed methodology, predominantly quantitative, implemented through a questionnaire distributed online.

The research carried out had in mind the achievement of two major objectives. The first objective was represented by the identification and analysis of the determining factors of the quality of tourist services in the field of hospitality in Romania. The second objective of this research was to determine and analyze the profile of employees in the hospitality industry in Romania.

In continuation of the investigative approach related to the identification of the profile of the employees in the tourism industry in Romania, we carried out a detailed investigation of the skills gap of the employees. Thus, starting from the analysis of the answers obtained through the administered questionnaires regarding the segmentation of employees according to the completed studies and the level of professional experience, by means of the binomial logistic regression, the main missing skills that could be identified in relation to the activity provided by own employees, were investigated.

In conclusion, the present paper is a corollary of the specific problems of tourist destinations, both from the perspective of specialized literature, but also from the perspective of the fundamental researches present in the paper.

Reflecting the most recent results of research and studies on the topic of tourist destinations but also through the research carried out within the paper, including econometric analysis, the present thesis can be a real reference model for the management authorities in terms of tourist destination-specific policy and decision-making management.

This thesis is also in agreement with the studies carried out at the level of other geographical regions which support the fact that the integrated development of tourist destinations is closely related to the human factor and to the systems of training and development of their skills and competences. The tourism workforce can contribute to ensuring the quality of services by fulfilling at least one essential condition, namely the adequate training of human resources, which requires employees with more and more specific skills.

The present research can be a concrete answer to the current challenges related to the prospective development of tourist destinations, based on the principles of social sustainability, by identifying the challenges from the point of view of human resources, as well as the way in which they reflect on the performance.

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