Service Quality Measurement of Higher Education Institutions in TR21 Thrace Region: A Study on Tourism Students

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**Article History**  
Received: 11.07.2019  
Accepted: 11.12.2019

**Keywords**  
TR21 Thrace region  
Tourism education  
Service quality in higher education  
HEdPERF

**Abstract**

The service quality levels of the three higher education institutions in the TR21 Thrace region were found to be slightly above the middle level (§3.41). Carried out to identify the link between the sub-dimensions of the higher education service quality scale, the correlation analysis revealed a strong positive relationship. Initially, a Exploratory Factor Analysis (EFA) was performed to establish construct validity of the higher education service quality scale, followed by a Confirmatory Factor Analysis (CFA). As a result of the analysis, it was found that the 6 dimension structure at the scale was verified. It was determined that the obtained compliance values were within the accepted values in the literature.