



## Turnitin Originality Report

176 by Rdt 17

From Quick Submit (Quick Submit)

Processed on 14-May-2014 2:57 AM

PDT

ID: 427202698

Word Count: 3879

Similarity Index	Similarity by Source
30%	Internet Sources: 16%
	Publications: 15%
	Student Papers: 12%

## sources:

- 1 6% match (student papers from 18-Jan-2011)  
[Submitted to TMC Education Group on 2011-01-18](#)
- 2 4% match (Internet from 10-Nov-2013)  
[http://fse.tibiscus.ro/anale/Lucrari2012\\_2/AnaleFSE\\_2012\\_2\\_026.pdf](http://fse.tibiscus.ro/anale/Lucrari2012_2/AnaleFSE_2012_2_026.pdf)
- 3 4% match (publications)  
["Tourism Education and Training". International Cases in Tourism Management. 2004](#)
- 4 4% match (publications)  
["Employment in Tourism". International Cases in Tourism Management. 2004](#)
- 5 2% match (Internet from 14-Oct-2012)  
<http://www.educatie-oradea.ro/Article/Togor446-451.pdf>
- 6 1% match (publications)  
[GHERMAN, R., "HUMAN RESOURCES DEVELOPMENT IN TOURISM". Agricultural Management / Lucrari Stiintifice Seria I. Management Agricol/14531410. 20111001](#)
- 7 1% match (Internet from 27-Mar-2014)  
[http://www.newskillsforgreenjobs.eu/sites/default/files/Country\\_Report\\_RO.pdf](http://www.newskillsforgreenjobs.eu/sites/default/files/Country_Report_RO.pdf)
- 8 1% match (Internet from 16-Oct-2006)  
<http://www.swiss-hotelschool.ch/?rub=25&dom=1>
- 9 1% match (Internet from 17-Dec-2010)  
<http://www.ataland.com/Files/Articles/magh10.pdf>
- 10 1% match (Internet from 05-Jun-2011)  
<http://www.revistadeturism.ro/content/view/34/78/lang.romana/>
- 11 1% match (Internet from 12-Jan-2014)  
[http://www.itchannel.ro/faa/449\\_pdfsam\\_ICEA\\_FAA\\_2009.pdf](http://www.itchannel.ro/faa/449_pdfsam_ICEA_FAA_2009.pdf)
- 12 1% match (Internet from 27-Feb-2010)  
<http://steconomice.uoradea.ro/anale/volume/2009/v2-economy-and-business-administration/34.pdf>
- 13 < 1% match (Internet from 17-May-2009)  
[http://www.unh.edu/education/media/Faculty%20Sources%20Using%20Research-PDFs/Demitchell\\_sur.pdf](http://www.unh.edu/education/media/Faculty%20Sources%20Using%20Research-PDFs/Demitchell_sur.pdf)
- 14 < 1% match (Internet from 11-Mar-2014)  
<http://196.21.83.35/bitstream/handle/10530/129/Tourism%20Crime,%20Safety%20&%20Security%20in%20the%20Umhlathuze%20%20N%20Mthembu.pdf?sequence=1>
- 15 < 1% match (publications)  
[Stephen J. Page. "Tourism today". Tourism Management. 2011](#)
- 16 < 1% match (publications)  
[Mazilu, Mirela. "Sustainable Tourism of Destination. Imperative Triangle Among: Competitiveness, Effective Management and Proper Financing". Sustainable Development - Policy and Urban Development - Tourism Life Science Management and Environment. 2012.](#)

17 < 1% match (Internet from 06-May-2008)  
<http://books.google.co.uk/books?id=ilyahnoCCbIC&pg=PA231&lpg=PA231&dq>

18 < 1% match (Internet from 02-Apr-2014)  
<http://aut.researchgateway.ac.nz/bitstream/handle/10292/1082/EngD.pdf?seq>

19 < 1% match (student papers from 16-May-2006)  
[Submitted to Fullerton College on 2006-05-16](#)

20 < 1% match (student papers from 09-Apr-2013)  
[Submitted to Southern Cross University on 2013-04-09](#)

21 < 1% match (student papers from 23-Jul-2013)  
[Submitted to Stefan cel Mare University of Suceava on 2013-07-23](#)

22 < 1% match (Internet from 05-Jan-2014)  
[http://www.vfabi.org/community/activities/browse/category\\_id/4](http://www.vfabi.org/community/activities/browse/category_id/4)

#### paper text:

THE IMPACT OF ADULT EDUCATION AND TRAINING ON SUSTAINABLE DEVELOPMENT AND TOURISM  
 IN SUCEAVA COUNTY Abstract

**2In the context of knowledge economy, education is an important vector for creativity and innovation, to the extent that it is properly carried out on different levels, combining theory with practice.**

Nowadays,

**16travel and tourism industry is, worldwide, the most dynamic sector and the most important generator of**

jobs. Since it creates an unprecedented number of jobs, tourism provides part-time and seasonal jobs for people looking for a flexible job. But lately, employers in the tourism field argue that one way to achieve sustained employment in this industry is implementing the "multiple qualifications" policy, meaning that they are searching for staff with several trainings.

**5The link between sustainable development and education is complex,** as recent **research** has shown **that education is**

helping countries meet their sustainable development goals. Given the fact that sustainable development is related to training and providing qualified staff for the tourism field, we conducted in our paper a statistical survey that included: collection and observation of the statistical data on adult training in Suceava County (obtained from the Authorization Commission for Adult Training Providers of Suceava County), in the period 2004 - 2013, systematization and processing of the data, analysis and interpretation of results and conclusions. Keywords: adult education, sustainable development, tourism, training. JEL Classification: I25, L83, Q01. I. THEME IMPORTANCE Sustainable development, seen as an attempt of coexistence between the environmental protection and the economic development in a global and long-term optic, imposes an important condition for achieving its objectives, namely simultaneous progress in several dimensions: economic policies, education sector, environmental issues, investments, research and development, employment policy, health, etc. Moreover, sustainable development supports visions of progress that integrates immediate and long term needs of the entire local community, with screenings in all socio-economic, cultural and environmental areas. Sustainable development is a concept difficult to define. The fact that it evolves continuously, adding new values, makes it twice as hard to define. In general, when we talk about sustainability we take into account three components: environment, society and economy. Currently, the three areas are interrelated, so that we can not achieve a state of well-being in one of three areas without considering the others.

**19For example, a healthy and prosperous society relies on a healthy environment which provides food,**

clean water, good air supply and resources for its inhabitants. Similarly,

5education, both formal and the informal, must be recognized as

processes through which both human beings and societies can reach a maximum of potential. Training is regarded as the basis of action, an important tool for the enhancement of human potential and for the facilitation of achieving a sustainable world. On the other hand,

15tourism and its analysis have become a relatively recent field of study among academics, researchers and commentators

(Page, 2003, p. 4)

1Tourism today is one of the world's largest industries, being made up of many segments, the principal ones being transportation, accomodations, food service, shopping, travel arrangement and activities for tourists, such as history, culture, adventure, sports, recreation, entertainment and other similar activities

(McIntosh & Goeldner, 1986).

3Education and training are vital to the tourism industry in terms of providing

(Horner & Swarbrooke, 2004, p. 261). ?

3a foundation of knowledge and study for those young people who wish to enter the tourism industry as a career; ? continuing professional development for those already employed in the tourism

sector. Referring to the terms education and training, we must make several observations. The term

3training is generally seems as a narrower of the two, focusing on gaining skills which are specific to particular jobs. Traditionally, education is often seen as a broader matter, concerned with raising the general intellectual capability of the individuals. Education and

3training are relevant to all levels of employment within tourism, from routine operational work to high-level strategic management,

being complicated in tourism since there are so many

3different sectors, with their own needs (airlines, hotels, retail travel , visitors attractions, tour operators and destination management).

In our paper, we will use both terms training and professional development in order to describe the gathering of skills specific to certain jobs. The close connection and

8familiarity with tourism, recreation, business and leisure equips one to pursue a career in a number of

1tourism-related fields. Even during times of severe economic downturn, tourism has performed well. Tourism skills and trainings are critically needed and there are many opportunities available in a multitude of fields. Because tourism is very fragmented and each sector has many job opportunities and career paths, it is virtually impossible to list and describe all the jobs one might consider in this large field. However,

the following areas might be taken into consideration when a person is interested in tourism: ? airlines industry –

**8a major travel industry employer, offering a host of jobs at many levels, ranging from entry level to top management;**

?

**1bus companies – require management personnel, ticket agents, sales representatives, tour representatives, hostesses, information clerks, bus drivers**

etc; ? cruise companies –

**8job opportunities include those of sales representatives, market research and recreation directors;**

? railroads – hire

**1passenger service representatives, sales representatives, reservation clerks, conductors, firemen and**

station agents; ?

**1rental car companies – are becoming an important segment of the travel industry,**

requiring reservation agents, rental sales agents,

**1service agents, mechanics and regional managers; ? hotels, motels, lodges and resorts – the range of jobs in hotels, motels and resorts is extremely broad. The following are representative: general manager, accountant,**

room clerks, front office manager, receptionist, lobby porters, doormen, maids, chefs, cooks, waiters, bartenders,

**1maintenance workers, engineers, electricians, painters and laundry workers;**

?

**1travel agencies – range from very small to very large businesses.**

Job opportunities include: commercial specialists, domestic travel counsellors, international travel counsellors, accountants, sales personnel, tour guides, advertising specialists,

**1computer specialists and other; ? tour companies – offer employment in positions as tour manager, tour planner, accountant, sales**

representatives, hotel coordinator, office supervisor; ? food service –

**1many job opportunities are available in the growing food service industry such as: waiters,**

**1chefs, cooks, bartenders, restaurant managers, assistant managers,**

dieticians, menu planners, cashiers,

kitchen helpers, dishwashers etc; ? tourism research – offers research jobs; ? travel journalism – provides jobs like editors, staff writers, freelance writers; ? tourist offices and information centres – include the following professions: travel editor, photographer, statistical analyst, marketing coordinator, communication specialist; ? meeting planners – provide jobs with responsibilities in arranging, planning and conducting meetings ; ? other opportunities, such as teachers, trade associations executives etc. Following the relation adult education – tourism - sustainable development, the question we aim to answer in this paper is: Why adult education and training in tourism for sustainable development? Our case-study presents is represented by a statistical study conducted in a county of Romania, namely Suceava County, that included: ? collection and observation of the statistical data on adult training in Suceava County (obtained from the Authorization Commission for Adult Training Providers of Suceava County), in the period 2004 – 2013; ? systematization and processing of the collected data; ? analysis and interpretation of results and conclusions. II. ADULT EDUCATION IN TOURISM FOR SUSTAINABLE DEVELOPMENT Similar to other countries, in Romania the initiative of Education for Sustainable Development was made by institutions for other purposes than educational ones. Parameters for sustainable development that are discussed by ministries should be transposed

5into information that educators (both those in the formal and in the informal

context) could further transmit in order to achieve public awareness. Rapid changes in the economic and informational environment cause organizations to continuously adapt human resources to be able to face the challenges of the future. A flexible and adaptable workforce can be achieved through a continuous process of professional development of employees (Bocean, 2008, pp. 145).

5The link between sustainable development and education is complex, as recent research has shown that education is

helping countries meet their sustainable development goals.

11In reorienting education towards sustainable development, the education programs developers must find a balance between future knowledge and traditional way of life. Often, traditional way of life surprises us with organic solutions to

problems of resource use. Going back to a

5traditional way of life is impossible for those who lead an urban life, but the cultivation of traditional values can be a good support for the sustainable development of the 21st century.

2However, tourism is the most important and enjoyable way to spend free time and holidays,

weekends and vacations.

2In fact, tourism contributes to the enrichment level of training, knowledge of people, both tourists and host populations, through the contact with new cultures and civilizations. Also, tourism is a major factor in promoting a peace climate, cooperation and understanding between nations.

2On the other hand, the contact between people from different regions of a country can lead to a better understanding of each different style of life and a better appreciation of the specific problems of particular regions. Therefore, tourism education is an important link to national education. Also, studies show that practicing various forms of tourism determines the development of positive behaviours, creative and innovative, which contributes to society

development, in general. In this respect, occurs and develops a new form of tourism: educational tourism.

In Romania,

the supply of tourism courses has grown considerably over the past two decades. Such growth has been fuelled by the rapid expansion of the industry and recognition by governments that tourism contributes significantly to local and national economies, fact proven by the

record revenues obtained worldwide in 2012. According to a statement issued by the World Tourism Organization (UNWTO) last year, international tourism grossed 1.075 billion dollars (837 billion Euros), up 4% compared to 2011 when revenues were 1.035 billion dollars. Considering that tourism is a key area for many economies in the world, these results are a good report because it helps increase currency reserves and create jobs in tourism and related sectors (World Tourism Organization – www.unwto.org)

Tourism education and training are, in general, a relatively modern phenomenon reflecting the modern nature of the industry. However, some areas of tourism, notably hospitality, have a longer history of educational provision.

Academic studies in tourism are undoubtedly a relatively recent

issue. III. ADULT EDUCATION AND TRAINING IN ROMANIA The learning system is the main subsystem of the education system. The structure of the education system in Romania includes: early childhood education and preschool, primary, lower secondary education (gymnasium), upper secondary (high school), vocational education (schools of arts and crafts, apprenticeship schools), post-secondary education and higher education (Education Law no. 1/2011). Adult training or professional development, completed with qualification or graduation certificates with national recognition and/or certificate of professional competence, is a general interest activity that is part of the national vocational education and training (Law no. 167/2013). Professional development is a form of adult learning. Because school system personnel are adult learners, staff development activities must utilize the basic principles that facilitate optimal learning and growth for them (Webb & Norton, 2009, p. 186). Training is any procedure by which a person acquires a qualification attested by a certificate or diploma issued by law (Bocean, 2008, p. 154). Training of employees is organized for occupations, crafts, jobs and professions covered

In the Classification of Occupations in Romania - COR,

based on occupational standards and classifications developed by committees. In Romania, adult education and training are regulated by Government Ordinance no. 129/2000 on adult training, approved by Law no. 375/2002 and Law no. 167/2013, amending and supplementing Government Ordinance no. 129/2000 on adult training. According to these legal documents, adult training includes initial and continuing education and training, achieved through different routes of the specific national education systems.

Initial training refers to training programs included in compulsory education and to those that graduates follow immediately after its completion, which ensures the acquisition of professional qualifications. Initial training in secondary education is done through: vocational education, secondary education and post-secondary education,

higher education, providing initial training for the highest levels of skill.

Continuous training is the procedure by which a person already having a skill or profession, acquires new skills cognitive and functional (skills). Adult training programs are organized through initiation, training, retraining, perfecting and specialization programs. Adult vocational training is organized in distinct

levels of training, professions, occupations, crafts and specialties, taking

into account the needs of employers, the basic skills of adults, the requirements of positions they occupy

and their possibilities of promotion or employment, as well as labor market needs and aspirations of adults. In Romania, the embodiment of adult training comprises: a) courses organized by training providers; b) courses organized by employers within their own units; c) internship and specialization in the country or abroad; d) other forms of training. Tourism creates an unprecedented number of services, with a minimum qualification for women and youth, and provides part-time and seasonal jobs for people looking for a flexible job. Lately, tourism employers argue that one way to achieve sustained and realistic employment in the industry is implementing the policy "multiple qualifications". It is also a means to reduce the problem of recruitment. Multiple qualifications policy has always been practiced in small companies, but only lately has been given attention. As demand of general skills increased in both small companies and chains of hotels and restaurants and having developed adequate means of training for these skills, the importance of multiple qualifications in this segment has been acknowledged. Thus, tourism is a key-domain in which professional development of adults is being realized in Romania. IV. METHODOLOGICAL PART The statistical research conducted in this paper included: collection (from the Authorization Commission for Adult Training Providers located in Suceava County, subordinated to the Romanian National Qualifications Authority) and the observation of statistical data on adult training in Suceava, systematization and processing, analysis and interpretation of information necessary for understanding and formulating results and conclusions. After summarizing statistical data collected from the Authorization Commission for Adult Training Providers of Suceava, regarding adult training programs during the period 1st of January 2004 – 30th of June 2013, the following secondary data have been obtained (table no. 1): Table 1 - Statistical data on training programs in the period 1st January 2004 – 30th June 2013 Year Total no. of sessions Sessions in other counties Total no. of graduates Graduates under the age of 25 Total no. of women Women under the age of 25 Graduates from other sessions Total no. of graduates 2004 43 0 729 196 288 145 0 729 2005 131 0 2537 292 953 138 0 2537 2006 172 3 3381 358 1442 155 37 3418 2007 194 8 3651 937 1557 416 58 3709 2008 157 5 2775 544 944 202 52 2827 2009 139 4 2307 455 883 247 37 2344 2010 121 12 1745 316 596 120 56 1801 2011 128 11 1872 424 744 185 37 1909 2012 159 17 2337 670 1107 353 54 2391 2013 110 13 1641 544 721 289 41 1682 Total 1354 73 22975 4736 9235 2250 372 23347 Source: Authorization Commission for Adult Training Providers of Suceava It is noted that the range in which the largest number of training programs were held is that in the years 2007-2008. During this period a number of 6,536 people of the 23,347 graduates have attended, which represents a percentage of about 30%. Tourism is an economic sector that generates many jobs, helping to reduce unemployment. Moreover, tourism is an economic activity which is characterized by a high labor turnover and low investment in training. Thus,

6training in tourism has a number of functions, perceived as benefits for tourism labor market, namely: ? increasing competitiveness and innovation; ? improvement of strategic and critical thinking required of managers; ? increasing productivity; ? ? ? employee stability; lower personnel costs; reducing amateur management characterizing small businesses; ? ? ? ? ? creating clearly defined and delineated skills; improving employee experience; increasing professionalism; improving the quality of services; creating proximity to tourism sector needs by tourism training institutions; ? development and practice in the future of more responsible forms of tourism

etc. Referring to training programs in Suceava County in the domain Tourism, hotels and restaurants, within the period 2004 – 30 June 2013, the situation is according to the table below: Table no. 2 - Statistics on training in the domain Tourism, hotels and restaurants in the period 1st January 2004 – 30th June 2013 Sessions in Graduates Total no. of Women Graduates Year Total no. of sessions other counties Total no. of graduates under the age of 25 women under the age of 25 from other sessions Total no. of graduates 2004 7 0 147 137 103 86 0 147 2005 10 0 193 103 125 63 0 193 2006 13 0 210 96 147 57 0 210 2007 35 0 718 280 551 195 20 738 2008 22 0 378 111 281 75 8 386 2009 20 0 339 108 256 81 7 346 2010 15 0 214 52 136 28 10 224 2011 14 3 209 56 142 41 8 217 2012 23 2 362 168 253 104 8 370 2013 9 2 178 123 103 58 3 181 Total 168 7 2948 1234 2097 788 64 3012 Source: Authorization Commission for Adult Training Providers of Suceava As we can observe in Table no. 2, there is also a peak number of sessions conducted on the total number of graduates to be recorded in 2007 and 2008, representing about 34%. Figure 1 - Number of training sessions in the domain Tourism, hotels and restaurants in the period 1st January 2004 – 30th June 2013 Figure no. 2 - Total no. of graduates in the domain Tourism, hotels and restaurants in the period 1st January 2004 – 30th June 2013 Figures 1 and 2 point out the fact that year 2007 represented the peak of adult training in Suceava, namely 35 training sessions took place from 1st of January to 31st of December 2007, with a number of 738 graduates in the domain Tourism, hotels and restaurants, out of a 3709 graduates for all domains in Suceava County. Training providers, public and private operators, conducted in Suceava County the following training programs: ? waiter; ? vendor in eating establishments; ? cook; ? administrator of accommodation unit; ? maid; ? hotel receptionist; ? manager in tourism activity; ? travel agent – guide; ? technician in tourism, hotel and catering. The types of

these programs are the qualification, teaching and training. Analyzing the data presented in Table no. 2, one can observe that, out of the 3012 graduates, 1234 were under age 25 at graduation date, representing about 41 %, which indicates that young people are concerned about obtaining qualifications to allow access to the labor market, given the fact there was an increase in investment in tourism Structures in Suceava in that period. Figure no. 3 - Ratio of the number of graduates and graduates under 25 years old in the domain Tourism, hotels and restaurants in the period 1st January 2004 – 30th June 2013 Another interesting feature of the structure of graduates is the number of women participating in the training programs. It appears that for the domain Tourism, hotels and restaurants, out of the 3012 graduates 2097 were women (about 70 %), and among them 788 were at the time of graduation, less than 25 years old. It therefore confirms the major share of females employed, or pending employment in tourism (figure no. 4). Tourism

**4provides good opportunities for women, although they still often face discrimination when searching for a job**

or seeking promotion. Figure no. 4 - Ratio of the total number of women graduates and women under 25 years old in the domain Tourism, hotels and restaurants in the period 1st January 2004 – 30th June 2013 An important aspect of sustainable development and sustainable tourism is linked, therefore, to training and providing qualified personnel for this field. V. CONCLUSIONS AND DISCUSSIONS We live in a world where sustainability is a paradigm in which the future is conceived as a balance between the environment, society and economy in order to develop and improve quality of life. There is an indestructible relationship between tourism education and sustainable development since

**10sustainable tourism develops the idea of satisfying the current tourists and the touristic industry, and, at the same time, of protecting the environment and opportunities for the future.**

Satisfying all the needs in tourism sector, while maintaining the environment integrity, can be obtained only through education. The tourism impact on economy increases the degree of attention paid to tourism sector, through raising living standards, in general, and providing jobs and expanded income for residents. Since

**4tourism is a complex, diverse industry that offers a vast array of different types of jobs (operational and managerial),**

it

**4is heavily dependent on the quality of its human resources.**

Our research results show the fact that

**4training and education in tourism is still relatively under-developed in**

Suceava County, despite the fact that years 2007 and 2008 were the peak of training programs in this domain. However, statistical data show the situation is changing slowly and adult education is gaining ground again after the major economic crisis. Another conclusion of our study is that, in Romania, young people and women

**4seem to see tourism jobs as very catching and are often attracted to join**

this industry, with a multitude of job opportunities.

**4Given that many tourism employees come from quite modest educational backgrounds, there is a need for wider opportunities for them, which can help improve their feeling of self-worth and their confidence levels.**

We consider this can be achieved through diversification of training programs and a higher degree of accessibility to education for all social categories of people. As a general conclusion, we consider that

**4the tourism industry has not been renowned for its commitment to training**



and education. This is a real problem because: ? the industry is constantly changing and staff need to keep up to date with developments; ? training and education are an essential part of making employees feel valued and increasing their job satisfaction.

Although there is a growing attempt in our country to encourage education and sustainable development, understanding the link between sustainable development, tourism and education remains limited in understanding it and needs elaborate research. VI. REFERENCES 1. Bocean, C. (2008) Auditul resurselor umane. Ed. Tribuna Economică, București 2. Education Law No. 1/2011 3. Government Ordinance no. 129/2000 for Adult Training 4. Government Ordinance no. 76/2004 for amending and supplementing Government Ordinance no. 129/2000 on adult training 5.

14 McIntosh, R. W., Goeldner, C.R. (1986) **Tourism. Principles, Practices, Philosophies. Fifth Edition. John Wiley & Sons, Inc., New York,**

USA 6.

17 Horner, S., Swarbrooke, J. (2004) **International Cases in Tourism Management. Elsevier Butterworth- Heinemann** Publication, **Oxford**

7. Law no. 167/2013 for amending and supplementing Government Ordinance no. 129/2000 on adult training 8. Ministry of Education and Research, [www.edu.ro](http://www.edu.ro), accessed 27th of September 2013 9. National Authority for Tourism, [www.turism.gov.ro](http://www.turism.gov.ro), accessed 12th October 2013 10. Nistoreanu, P. (2006)

10 **The Indestructible Relationship Between Tourism and Sustainable Development.**

21 **Turismul la începutul mileniului III. Provocări și tendințe.** Ed. **Sedcom Libris, Iași**

11.

18 **Page, S.J. (2003) Tourism Management. Managing for Change. Elsevier Butterworth-Heinemann**

Publication, Oxford 12. Romanian National Authority for Qualifications ANC, [www.anc.edu.ro](http://www.anc.edu.ro), accessed 29th of September 2013 13.

13 **Webb, L.D., Norton M.S. (2009) Human Resources Administration. Personnel Issues and Needs in Education. Fifth Edition.**

Pearson Education Ltd., USA 14. World Tourism Organization UNWTO – [www.unwto.org](http://www.unwto.org), accessed 1st October 2013 15. UNWTO Barometer

20 **UNWTO World Tourism Barometer** <http://mkt.unwto.org/en/barometer>, accessed 21st October 2013

22 **1 2 3 4 5 6 7 8**