

Service Quality and Guest Satisfaction in Egyptian Eco-lodge	عنوان البحث
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<p>Recently, Eco-lodges became an increasingly popular accommodation form in tourism Industry; this type of accommodations has many attractions and many obstacles specially in maintaining service quality. This research aims to investigate the Eco-tourist service quality perception in the Egyptian Eco-lodge context by developing an adapted version of the SERVQUAL& SERPERF in general, traditional hotel suitable for the Eco-lodges and developing an ecotourism scale named ECO-SERVQUAL. A self-administrated questionnaire was used to collect data from 202 Eco-guests in El-Fayoum and El-Dakhla Oasis Eco-lodges. A random sample-sampling was used to distribute questionnaires. Regression Model and F tests were calculated to analyze data. The study assured that; Eco-lodge administrators should focus their efforts on specific areas of quality that had a greater influence in explaining the customer's intent to behave and their satisfaction. Results also revealed an ECO-SERVQUAL dimensions that had a significant positive impact on Eco-guest service quality perception and satisfaction.</p> <p>Keywords: Eco-lodge, Service Quality, Guest Satisfaction, ECO-SERVQUAL.</p>	الملخص باللغة الإنجليزية