

The Economics of Tourism in Egypt: Three Reasons for the Fall of the Tourist Flow

WALERY OKULICZ-KOZARYN, DR HAB. Professor

Jan Dlugosz University in Czestochowa

POLAND

Received: 15.11.2016, accepted: 30.12.2016

Abstract: The aim of this paper is to analyse the reasons for the decline of the tourist flow to Egypt. This study shows three reasons for the decline over the past years, which are: the instability of state power (the revolution in January 2011 and the coup in July 2013); terror attacks in 2015 and 2016; and a decline in the level of customer service in the period from December 2011 to December 2016 at two Egyptian hotels. Previously, there have been many publications about the decline of tourism revenues in Egypt. These publications link the decline in tourism revenues to the reduction of the tourist flow. However, they do not provide analysis of the reasons for the decline. The methodology and results can be useful for the the analysis of threats and sources of the tourist flow in other countries. The revolution, the coup, the terror attacks were obvious reasons for the decline of the tourist flow. The findings of the study seem to suggest that customer satisfaction was unchanged despite a decrease in the level of service.

Keywords: tourism, tourist flow, Egyptian hotels, tourism revenues, customer satisfaction, the threat of terror attacks, level of customer service

I. INTRODUCTION

The publications (Novikov, 2016a; Novikov, 2016b) present the analysis of the economic situation of the hotel business in Egypt. The data refer to Egypt at the beginning of autumn 2016. The author of the articles (Vladimir Novikov) shows which Hurghada hotels are preparing to receive Russian tourists. He also names hotels that have been closed due to unprofitability. The author does not analyze the reasons for the closure of the hotels; he only states the facts. For example, the author writes that the cause of the “difficult situation”. Egyptian hotels are in the decrease of tourist flow from Russia and Europe. The article does not give the reason for the decline in tourist flow to Egypt.

2. PROBLEM FORMULATION

It is hypothetically assumed in this study that the main reasons for the decline of the tourist flow are: the revolution of 2011, the threat of terrorism 2015-2016, the decline of the service level.

2.1 Anecdotal Evidence

Egyptian hotels reject all claims of tourists. They claim that hotels have been changed for the better. Mr. Ahmed, Senior Director of Sales, Sunny Days Hotels and Resorts, said “There are much fewer tourists in the country, so the competition grew between hotels. We are fighting for old customers and looking for new areas where we can bring tourists. That is why it is important for us to have a high level of service”. (Novikov, 2016a)

The senior manager of the hosting service of the four-star King Tut Aqua Park Beach Resort Hotel, and the five-star Sphinx Aqua Park Beach Resort Hotel, believes that there is nothing to change and improve in the activities of the hotels. According to him, everyone has been and is ready to receive tourists from Russia (Novikov, 2016b)

A resident of Moscow spoke about his stay at the five-star Royal Grand Sharm Hotel in July 2016: “It was not like the case of five-stars before. Today, I give it “three stars” for service!” (Frishko, 2016).

There have been negative reviews about the Sphinx Aqua Park Beach Resort Hotel. For example, one Russian-speaking tourist, expressed dissatisfaction with the monotonous diet. (Ibid.)

A tourist from Belarus considers the service at the King Tut Hotel to be appropriately priced. However, the same respondent commented that the major flaw was that there was not enough fruit and there was no broad choice of cuisine. (Novikov, 2016b)

At the beginning of June 2016 tourists from Ukraine stayed at the four-star Rehana Sharm Resort (Sharm El-Sheikh). They were very upset with the food and service. In particular, the rooms were not cleaned and there was a lot of garbage on the beach. (Frishko, 2016)

2.2 Methods

The purpose of the study is to find the reasons for the decline of tourist flow to Egypt. Standard research methods were used to prove or disprove the hypothesis and achieve the objectives of the studies. The study was performed in four phases between October 2011 and December 2016. First, the study’s author reviewed the tourists’ opinions about the four-star King Tut Aqua Park Beach Resort Hotel and the five-star Sphinx Aqua Park Beach Resort, based on their stays hotel between October and December 2011. Second, the author visited these hotels and recorded the qual-

ity of service in December 2011. Third, the author monitored customer satisfaction surveys pertaining to the King Tut Aqua Park Beach Resort Hotel and the Sphinx Aqua Park Beach Resort Hotel for the period between January 2012 and December 2016. (www.TopHotels.Ru, 2016) And finally, at the end of 2016 the study’s author: performed analysis of revenues of the Egyptian tourism; visited the aforementioned hotels, recording the quality of the service in December 2016; and performed statistical research and completed the verification of the statistical hypotheses.

The study was supported by: (1) non-governmental organization funded project “Socio-economic Problems of Management”, state registration number 0114U006189, Dniepro, Ukraine, 2015; (2) the research project “Innovations in Management and Administration”, state registration number DS/WNS/6141/2016, Czestochowa, Poland, 2016; and (3) the International Scientific Group (Belarus, Poland, Serbia, Russia, Ukraine), Czestochowa, Poland, 2016

3. PROBLEM SOLUTION

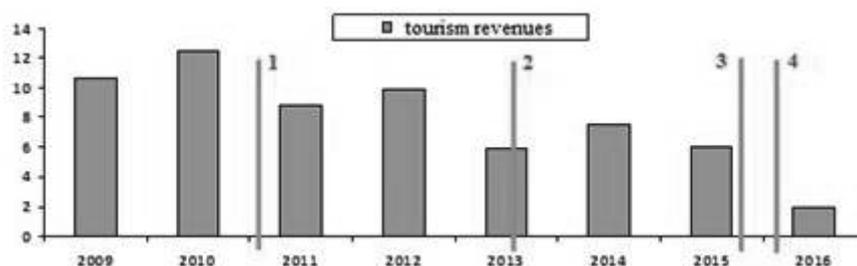
3.1 Analysis of Egyptian Tourism Revenues

Figure 1 shows data from different sources on the income of tourism in Egypt from the beginning of 2009 to the end of 2016. Indicated in the figure are four major incidents in Egypt during the period: (1) the revolution in January 2011 (www.svr.su, 2011); (2) the coup in July 2013 (www.relaxic.net, 2013); (3) the terrorist downing of a Russian aircraft in October 2015 over the Sinai (www.stuki-druki.com, 2015); and (4) the terror attack in Cairo in January 2016 (www.vesti.ru, 2016).

Figure 1 shows a decrease in the income of the tourism industry in two cases:

- after the revolution in January 2011 there was a 29.6% reduction in tourism revenues in 2011 compared to 2010;

Figure 1. Tourism revenues in Egypt in billions of dollars (www.relaxic.net, 2013)



- after the terror attacks in 2015 and 2016 there was a 67.2% reduction in tourism revenues in 2016 compared to 2015.

Does Figure 1 suggest that the coup in July 2013 led to the decrease in revenues in tourism? No. The information shown in Figure 1 does not give an answer to the question about the connection between the coup and the total income of the tourism industry. However, there had been a temporary closure of about 165 hotels in July and August 2013 due to the lack of tourists (www.tourbus.ru, 2014). Income from tourism fell 64.7% (www.rbc.ru, 2014) in July-September 2013 compared to July-September 2012. In other words, there was a decrease in revenue associated with the July coup. The total revenues were approximately 40% for 2013 compared to 2012. Therefore, there are three incidents of decrease in tourism revenues in Egypt, which can be associated to the revolutions and terrorist attacks in the period between 2009 and 2016. The calculations indicate that terror attacks (vertical lines 3 and 4 in Figure 1) reduced income more than a revolution or a coup.

Vladimir Novikov writes that the reason of “difficult situation” in Egypt is the decrease of tourist flow from Russia and Europe [1, 2]. Can we associate the decrease in the income of the Egyptian hotels in 2016 compared to 2015 (67.2%) exclusively with the lack of Russian tourists?

For comparison, the situation in the tourist market in Turkey was considered. Here, there also was a ban on travel of Russian tourists to Turkey. Charter flights between Russia and Turkey were discontinued after November 2015 because the Turkish air force shot down a Russian bomber along the Turkish-Syria border (www.svali.ru, 2015). Statistics show a decrease in revenues in the amount of 16.5% in the first quarter (January to March) of 2016 compared to the first quarter of 2015 in the tourism sector of Turkey (www.

tourism.interfax.ru, 2015). The decline in revenue compared to the previous year amounted to 35.6% from April to June 2016 (www.vedomosti.ru, 2016). The decrease in revenues compared to 2015 amounted to 32.7% from July to September 2016 (www.svali.ru, 2016). Economists believe Turkey’s income from tourism in 2016 to fall by a quarter was due to the reduction of foreign markets (www.ria.ru, 2016). It seems clear that terrorist acts and the resulting lack of tourists from Russia decreased the income from tourism in 2016 in both countries, 67.2% in Egypt and 25% in Turkey. The income from tourism in Egypt, however, dropped 2.69 times more than the income from tourism in Turkey. What is the reason of this great difference? There are two reasons that explain the difference: in Egypt, there was a decline in overall customer satisfaction, and a fall in the level of service at Egyptian hotels. Customer satisfaction and the level of service level at two Egyptian hotels is analysed in the following sections.

3.2 The Analysis of Customer Satisfaction

Publications (Novikov, 2016b; Frishko, 2016) present very divergent opinions given by tourists and hotel administrators (the four-star King Tut Aqua Park Beach Resort and five-star Sphinx Aqua Park Beach Resort Hotel) about the service. Therefore, in response to the differences in the assessments of service, hotel administrators began closely monitoring customers’ opinions about the King Tut Aqua Park Beach Resort Hotel. The opinions given between October 2009 and December 2016 were analysed. Figure 2 shows the results of the monitored costumers’ satisfaction about the King Tut Aqua Park Beach Resort Hotel. The numbers, derived from customer satisfaction serveys carried the following values: 5 (excellent); 4 (good); 3 (satisfactory); 2 (less than satsifacotry); 1 (poor); 0 (very poor).

Figure 2 shows the dyanmics of change in levels of customer satisfaction. The scores given by tourists

Figure 2. Customer satisfaction ratings for the King Tut Aqua Park Beach Resort Hotel (<http://tophotels.ru>)

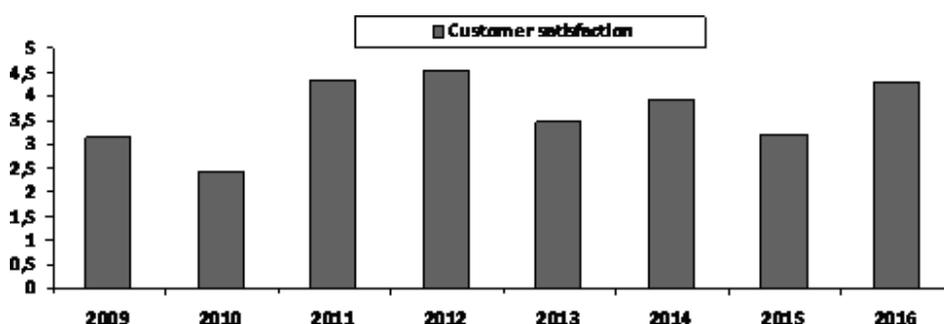


Table 1 Data for the Verification of the Statistical Hypotheses

№	Year	Number of ratings, n_i	The expected value, \bar{X}_i	The standard deviation, S_i
1	2016	15	4.30	0.68
2	2015	28	3.18	1.32
3	2013	27	3.46	0.97
4	2011	43	4.32	0.90

Data for the verification of the statistical hypotheses: 113 Customer satisfaction ratings (the King Tut Aqua Park Beach Resort Hotel, October-December of each year, <http://tophotels.ru>)

in October-December of each year have been used. A total of 255 customer surveys were processed for the statistics. The figure indicates an increase in customer satisfaction immediately after the two terrorist incidents in Egypt: customer satisfaction grew by 44% in 2011 compared to 2010, after the revolution in January 2011; customer satisfaction grew by 26% in 2016 compared to 2015, after the terrorist attacks in 2016. Figure 2 does not establish a clear relationship between the coup in July 2013 and the 2015 terrorist with customer satisfaction.

Therefore, the verification of statistical hypotheses about the average customer satisfaction scores in the years of important incidents in Egypt was conducted. The goal of the verification was to find out whether there is a statistically significant change in the level of customer satisfaction during the years 2011, 2013, 2015, and 2016.

3.3 Verification of Statistical Hypotheses about the Equality of Customer Satisfaction Scores

The F-test was used for the verification of statistical hypotheses. This test is based on F-statistics, which represents the ratio of two variances (*Business Statistics*, 2009a: pp. 3-11). In the study, the following assumptions for one-way ANOVA were adopted: (1) The dataset consists of 4 random samples of 4 general populations. (2) All the general populations had a normal distribution. Additionally, the standard deviations of the populations were identical. That is, $S_1 = S_2 = S_3 = S_4$. This allows for the use of the standard statistical tables for hypothesis testing.

Two hypotheses were employed, the null hypothesis and the research hypothesis. In this study, the null hypothesis is applied to the F-test in the one-way analysis of variance claims that 4 populations (rep-

resented by the four samples), and all have the same mean value. The research hypothesis claims that they are not all the same; that is, at least two populations' means are different.

The Null Hypothesis: $H_0: \bar{X}_i = \bar{X}_j$ (the means are all equal). In fact, the null hypothesis is that all populations are identical (from the point of view of the statistical distribution). That is, the difference in the means are not statistically significant in different years. Customer satisfaction scores do not depend on the revolution, the coup and terror attacks in the general population. The changes in means occur by chance in accordance with this hypothesis.

The Research Hypothesis: $H_1: \bar{X}_i \neq \bar{X}_j$ (the means are not all equal at least for one pair of variances). The research hypothesis claims that the means of the four populations are not equal. In other words, the difference of means is not the result of random fluctuations. That is, changes in means are statistically significant. Customer satisfaction scores depend on the revolution, the coup and terror attacks in the general population.

Further calculation includes number of the general populations (number of occupational groups), $k = 4$ (four). The total sample size is represented as follows:

$$n = n_1 + n_2 + n_3 + n_4 = 43 + 27 + 28 + 15 = 113.$$

The grand average of the 4 samples \bar{X} :

$$\bar{X} = (n_1 \times \bar{X}_1 + n_2 \times \bar{X}_2 + n_3 \times \bar{X}_3 + n_4 \times \bar{X}_4) / n$$

$$\bar{X} = (43 \times 4.32 + 27 \times 3.46 + 28 \times 3.18 + 15 \times 4.3) / 113 = 3.83$$

The number of degrees of freedom are here: $k - 1 = 3$. The between-sample variability for one-way analysis of variance \bar{G} :

$$\bar{G} = [n_1 \times (\bar{X}_1 - \bar{X})^2 + n_2 \times (\bar{X}_2 - \bar{X})^2 + n_3 \times (\bar{X}_3 - \bar{X})^2 + n_4 \times (\bar{X}_4 - \bar{X})^2] / (k-1)$$

$$\bar{G} = (10.32 + 3.70 + 11.83 + 3.31) / 3 = 9.72$$

The degrees of freedom are indicated by $n - k = 113 - 4 = 109$.

The following is the within-sample variability for one-way analysis of variance \hat{S} :

$$\hat{S} = [(n_1 - 1) \times (S_1)^2 + (n_2 - 1) \times (S_2)^2 + (n_3 - 1) \times (S_3)^2 + (n_4 - 1) \times (S_4)^2] / (n - k),$$

$$\hat{S} = (783.82 + 311.26 + 273.03 + 258.86) / 109 = 14.93$$

F-statistics are indicating the extent to which the sample averages differ one from another (the numerator) with respect to the overall level of variability in the samples (denominator). F-statistics for one-way ANOVA are indicated as follows:

$$F = \bar{G} / \hat{S},$$

$$F = 9.72 / 14.93 = 0.65$$

Is this large enough to indicate significant supplier differences? A statistical table is needed.

In the study, the degrees of freedom are $k - 1 = 3$ (for between-sample variability), and $n - k = 109$ (for within-sample variability). The critical value for testing at the 1% level, found in the F-table is ~ 3.95 (*Business Statistics*, 2009a: Tables 15.2.2 – 15.2.5).

The Result of the F-test

To test the null hypothesis the F-statistic (0.65) was compared to the F-table critical value (3.95). Since the F-statistic was not larger, the result was not found to be significant. There was no reason to accept a research hypothesis. The null hypothesis was accepted. The result (at the level of hypothesis testing 1%) was accepted from the point of view of the statistical distribution all four of the general population is identical.

It was determined that the observed differences among the sample averages could be reasonably caused by the random chance alone. This suggests that the decision will be correct in approximately 99% of the cases and incorrect in a mere 1% of cases. In this sense, the decision-making process had an accurate, controlled probability. (*Business Statistics*, 2009b: p. 75) At the 1% level of hypothesis testing, the following result can be accepted: all four of the general populations are identical (from the point of view of distribution).

In accordance with the recommendations of the research (*Business Statistics*, 2009b: p. 11), it is strongly indicated that customer satisfaction scores did not depend on the revolution, the coup and terror attacks in the general population. Customer satisfaction scores have been constant for several years. The result is highly statistically significant (1%). Thus, it can be concluded that the decrease of the tourist flow in Egypt was not related to customer satisfaction. The service level in Egypt, related to four and five star hotels will be analysed in the following section.

3.4 Comparative Analysis of Levels of Service between December 2011 and December 2016

A comparative analysis of the levels of service was conducted for the four-star King Tut Aqua Park Beach Resort Hotel and the five-star Sphinx Aqua Park Beach Resort Hotel. The hotels are located on the same site and share a complex, have a common management, use the same area for sunbathing, swimming, recreation, and a number of services. Thus, analysis of the levels of service was carried out simultaneously. The analysis of the level of service level was performed in paired data by a nonparametric procedure: the sign test on the differences was being used. (*Business Statistics*, 2009a: pp. 24-32) Once again, two hypotheses were used:

The Null Hypothesis: The null hypothesis claims that just as many units go up (comparing the paired data values X and Y) as down in the population. Any net movement up or down in the sample would just be random under this hypothesis. The difference in the level of service between December 2011 and December 2016 is not statistically significant. In accordance with this hypothesis, the movement of quality up or down happened by chance.

The Research Hypothesis: The research hypothesis claims that the probabilities of going up and down are different. In accordance with this hypothesis, the movement of quality up or down happens not by chance. The difference in the level of service at the King Tut Aqua Park Beach Resort Hotel and the Sphinx Aqua Park Beach Resort Hotel between December 2011 and December 2016 is statistically significant. Table 2 shows main indicators of the quality of service level, which can be fixed. A value of "1" was assigned to the indicator if it is implemented fully. A value of "0.5" was assigned to the indicator if it is implemented partially. A value of "0" was assigned to the indicator if it is not implemented.

Table 2 Comparative Levels of Service in December 2011 and December 2016

№	Indicator of customer service	2011	2016	Comment
1	the sense of a “relationship” between the guests and staff	1	0	
2	problems were quickly solved	1	0	the phrase “wait for 5 minutes” was common in 2016
3	guests were accommodated quickly	1	0	“I couldn’t finish drinking coffee before being accommodated” in 2011; “I was able to swim in the sea for 40 minutes before I was accommodated” in 2016
4	additional payments for the best room were not required	1	0	“the reception staff asked for an additional \$30” in 2016
5	repairs were done in the rooms	0	0	
6	the staff took tips for housekeeping	1	1	“it was my initiative”
7	the food was available to guests all day long	1	0.5	“in 2016 it was 3 times a day only”
8	tablecloths at the restaurant were changed 3 times a day	1	1	
9	ice cream was served with every lunch	1	0.5	“there were 3-5 kinds in 2011, and only 3 kinds in 2016”
10	free fruit was available all day long	1	1	
11	there was recreation for adults	1	1	
12	there was recreation for children	1	1	
13	participants of recreation programs received prizes	1	0.5	in 2011 “there were prizes for diving, and riding on a camel. But the guests had difficulty getting prizes in 2016”
14	there was aqua aerobics	1	0	
15	there was a water park (4 tracks)	1	1	
16	there were towels on the beach	1	1	
17	there were mattresses on the beach	0	0	
18	complementary fresh juices were available on the beach	1	0	
19	there was free sauna	1	1	
20	there was free Wi-Fi	1	1	
21	there was an English-speaking staff	1	1	
22	there were polite bartenders	1	0	“one bartender on the beach was rude in 2016; tourists complained to management twice a week”
23	there were wealthy clients	1	1	

Table 3 Data for Statistical Analysis for the Sign Test on the Differences in Use

Y	0	0	0	0	0	1	0.5	1	0.5	1	1	0.5	1	0	1	1	0	0	1	1	1	0	1
X	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1

Source: (*Business Statistics*, 2009a: pp. 24-32)

Table 4 The Modified Sample for Statistical Analysis

Y	0	0	0	0	0.5	0.5	0	0	0	0
X	1	1	1	1	1	1	1	1	1	1
Y - X	minus									

The procedure of statistical hypothesis testing included three steps, two statistical reformulations (steps 1 and 2), and the analysis (step 3):

(1) A new table, Table 3, was formulated. A new dataset was created for this table from Table 2 based on survey data from the King Tut Aqua Park Beach Resort Hotel and the Sphinx Aqua Park Beach Resort Hotel. Table 3 shows the data for the statistical analysis of the level of service level by a “X” nonparametric procedure in the two paired samples. Row “X” contains values for 2011. Row “Y” contains values for the year 2016.

(2) The modified sample contains indicators that have only differences (see Table 4). The modified simple size is $m = 10$. Rows “Y” and “X” contain the difference between the values in 2016 and the values in 2011. The word “minus” in the rows represents a declining level of service. Table 4 shows that the number of indicators that have decreased (the value in the string “Y-X” is “minus”) is 10 units, related to a five-year interval between the two samplings, the first in December 2011, and the second in December 2016.

(3) The limits for the “sign test” are 1 and 9 for $m = 10$ and at the level of hypothesis testing 1%. (see *Business Statistics*, 2009a: Table 16.1.1, p. 27) Since the number 10 falls outside the limits (i.e. it is more than 9), the null hypothesis is rejected and it can be concluded that the result is statistically significant. The research hypothesis is accepted. The level of customer service for 2016 is significantly different from the level in 2011 at the hotel complex consisting of the King Tut Aqua Park Beach Resort Hotel and the Sphinx Aqua Park Beach Resort Hotel.

Based on the statistics, it can be deduced that the level of customer service decreased over the period

between December 2011 to December 2016. This constitutes the third reason for the decline in tourist flow. It was incorrect when the senior manager of the two hotels indicated there was nothing to do to improve in the hotels. (Novikov, 2016b)

Representatives of travel agencies from the Ukraine argue that the hotel service in Egypt is not what it used to be. (Frishko, 2016) Faced with a decrease in the tourist flow from Russia and Europe, some of the hotels started to implement cost savings plans. Obviously, this has lowered the quality of services provided. The result is highly statistically significant (1%). That is why, the result suggests that the outcome will be correct in approximately 99% of the cases and incorrect in 1% of cases only. In this sense, there is indicated a decision-making process with accurate, controlled probability. (*Business Statistics*, 2009b: p. 75)

3.5 Discussion

The purpose of the study is divided into several parts. First, it was revealed that during the period of 2009-2016 there were three events that were related to a decrease in tourism revenues in Egypt: (1) The revolution in January 2011 reduced revenues in the amount of 29.6% in 2011 compared to 2010; (2) The coup in July 2013 reduced revenues in the amount of 40% in 2013 compared to 2012; (3) Terror attacks in 2015 and 2016 reduced revenues in the amount of 67.2% in 2016 compared to 2015.

Regarding the terror attacks, an increased attention has been paid to security in some hotels in Egypt. For example, a hotel representative of the Sea Gull Hotel gave information that the hotel had increased the number of surveillance cameras in the corridors. (Novikov, 2016b) Employees of the in-hotel security

service are located at the entrances and outside the buildings 24 hours a day. Two stationary police posts were also built on hotel grounds.

Unfortunately, there are questions which have not been definitively answered by this research. For example, to what extent was the decrease in revenues of the Egyptian tourism in 2016 due to terrorism? Was the decrease in revenues, in part, a result of a fall in the level of customer service? What is the correlations, if any, between the hotels investing and security and the withdrawal of customer services provided? Perhaps these questions will be the basis for further research.

Second, it has been demonstrated that changes in customer satisfaction among tourists is not statistically significant. This indicator does not depend on revolutions, coups and terror attacks.

Third, the thesis on the worsening of the service level was confirmed in the literature. This is the third of the reasons responsible for the decline of the tourist flow.

For example, Novikov (Ibid.) writes that many two and three star hotels went out of business due to the intensified competition for the declining numbers of tourists. Hotels, such as El Tabia, La Perla, Les Rois, Ramoza in Hurghada, were closed in 2016. These were hotels where the service level had always been lower than in the four and five star hotels. The Turkish media wrote that cheap hotels could not compete and were put up for sale (www.mk-turkey.ru, 2016).

Are the results of this research reliable?

Disproving the results of this research will require results that are more statistically significant. This means that researchers need to interview respondents several times more than in this study. This does not guarantee that the results will be different. However, attempts to both replicate or refute these results could result in a study with higher precision.

As previously stated, the results are highly statistically significant (1%). That is why, the results suggest that, the outcome will be correct in approximately 99% of the cases and incorrect in 1% of cases only. In this sense, the methodology was reasonably accurate, with a controlled probability. The seemingly counter-intuitive finding that customer satisfaction was unchanged despite a decrease in the level of service will be addressed in a following study.

4. CONCLUSION

The goal of this study was achieved. It is based on an examination of information sources and statistical analysis. Previously, it was hypothetically assumed that the main reasons for the decline in the flow of tourists were: the revolution of 2011, the threat of terrorism 2015-2016, and the decline in the level of customer service.

First, the study's findings establish that the sources of decrease in the tourism revenues, stemming from the decline in the flow to Egypt: the instability of state power (the revolution in January 2011 and the coup in July 2013); terror attacks in 2015 and 2016; the decline of the Service level in the period from December 2011 to December 2016.

Second, it was demonstrated that customer satisfaction does not depend on revolutions, coups, terrorist acts. The result is highly statistically significant.

Third, the findings established that the level of customer service decreased during the period between December 2011 and December 2016, at the two hotels in question, and that this was a third reason for a decline in the tourist flow. The result is highly statistically significant.

There are left remaining other possible tasks for further research: What is the interconnectivity between customer satisfaction and the level of customer service? Within the tourism sector, how can hotels achieve a balance between investments in security and customer service?

REFERENCES:

- Новиков, В. (2016). Обстановка в Хургаде: какие отели закрылись, а какие – обновились? Репортаж из Sunny Days El Palacio, Festival Resort, Mirage Aqua Park & Spa 5* и Jewels Sahara Boutique Resort 4* [Novikov, V. (2016). The situation in Hurghada: what hotels were closed, and what has been updated? A report from Sunny Days El Palacio, Festival Resort, Mirage Aqua Park & Spa 5* and Jewels Sahara Boutique Resort 4*]. [Web page] Retrieved from <https://www.hotline.travel/professionalnye-otzyvy/obstanovka-v-khurgade-kakie-oteli-zakrylis-a-kakie-obnovilis/#cc-59165376>
- Новиков, В. (2016). Нерентабельные отели Хургады закрыты, другие готовятся к приёму российских туристов. Репортаж из Sea Gull 4*, Regina Resort 4*, Aqua Fun 3*, King Tut Aqua Park Beach Resort 4* и Sphinx Aqua Park Beach Resort 5*, а также Sindbad Club [Novikov, V. (2016). Unprofitable Hurghada hotels are closed, others are preparing to

welcome Russian tourists. A report from Sea Gull 4*, Regina Resort 4*, Aqua Fun 3*, King Tut Aqua Park Beach Resort 4* and Sphinx Aqua Park Beach Resort 5*, also Sindbad Club]. [Web page] Retrieved from <https://www.hotline.travel/test-drayvy/nerentabelnye-oteli-khurgady-zakryty-drugie-gotovyatsya-k-priyemu-rossiyskikh-turistov/>

Фришко, В. (2016). Отели Египта уже не те? Украинские туристы жалуются на плохой сервис в отелях Египта [Frishko, V. (2016). Hotels of Egypt are not the same? Ukrainian tourists complain of poor service in hotels of Egypt]. [Web page] Retrieved from <https://www.hotline.travel/professionalnye-otzyvy/oteli-egipta-uzhe-ne-te/>

Туризм (2016). *Статистика туризма в Египте в 2011-2015 гг.*, Аль-Маль [Tourism (2016). Statistics of tourism in Egypt in 2011-2015, al-Mal]. [Web page] Retrieved from <http://www.ved.gov.ru/news/21609.html>

BUS_9641_5M (2009), *Business Statistics*. Textbook for the Program "Masters of Business Administration". - USA. NY. Kingston University. 2009. - 106 p.

BUS_9641_3 (2009), *Business Statistics*. Textbook for the Program "Masters of Business Administration". - USA. NY. Kingston University. 2009. - 122 p.

Data retrieved from <http://svr.su/content/item/3058> (2016, August 13)

Data retrieved from <http://relaxic.net/2013-egyptian-revolution> (2016, August 13)

Data retrieved from <http://stuki-druki.com/facts1/Godovschina-katastrofi-laynera-A321-v-Egipte.php> (2016, August 13)

Data retrieved from <http://www.vesti.ru/doc.html?id=2711018> (2016, September 1)

Data retrieved from <http://www.svali.ru/index.php?index=11&ts=161101112233&cntr=89> (2016, September 1)

Data retrieved from <http://tourism.interfax.ru/ru/news/articles/33297> (2016, September 1)

Data retrieved from <http://www.vedomosti.ru/business/news/2016/08/02/651432-dohodi-turtsii> (2016, September 10)

Data retrieved from <https://ria.ru/tourism/20160331/1400530584.html> (2016, September 10)

Data retrieved from <http://mk-turkey.ru/tourism/2016/03/31/dohody-turcii-ot-turizma-v-2016-godu-mogut-upast-na-chetvert.html> (2016, September 10)