

Abstract

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service quality as a mediator between interactivity, simulation and students' satisfaction

This research aims at evaluating the current services provided in the training courses of maritime transport department, college of Maritime Transport and Technology, Arab Academy for Science, Technology and Maritime Transport (AASTMT). Also, the paper attempts to test the impact of Interactivity in training and Simulation-Based Services provided on the Students' satisfaction. In addition, the mediation impact of perceived quality between both Interactivity and Simulation-Based Services on one side and students' satisfaction on the other side is investigated. Results shows a significant impact of both Interactivity and Simulation-Based services on Students' Satisfaction. Finally, it is shown that there is a partial mediation of perceived quality between Interactivity, Simulation-Based Services and students' satisfaction.