



Publication Report Form

Subject of publication (Under which Task no.)	Task No 5.4
Work Package no. (Publication under which WP no.)	WP No 5
Paper Title	Quality of educational services – industry 4.0 requirements
Keywords	quality, higher education, servqual, Kano, industry 4.0
Publication (Please select one)	<p>1. Journal/Magazine</p> <p>1.1 Name of the Journal/ magazine:</p> <p>1.2 Published date:</p> <p>1.3 Volume no.:</p> <p>1.4 Page no.:</p> <p>2. Conference</p> <p>2.1 Name of the conference: 20th International Symposium on Quality</p> <p>2.2 Venue and date: Pula, Croatia, 20-22 March 2019</p> <p>2.3 Expected number of Audiences/Participants: 250</p> <p>2.4 Photo (if available) (Please provide accessible link): https://www.facebook.com/MSIE4Thailand/posts/578635015954669</p>
Authors	<p>1. Robert Ulewicz</p> <p>2. Kanchana Sethanan</p>
Abstract (Only for the papers published in Journals or Conferences)	
<p>Industry 4.0 poses new demands on the labour market but also on universities the problem of adjusting educational courses for professions for which the required competences for future employees have not yet been defined. The Kano model was used in the research, the study was conducted among students, graduates and potential employers. The results obtained indicate a gap between the expectations of employers and students.</p>	
Others	



***Attachment: PDF file of published paper**

Quality of educational services – industry 4.0 requirements.pdf

Quality of educational services – industry 4.0 requirements_photo.pdf

Certificate of 20th International Symposium on Quality.pdf