

BIBLIOMETRIC ANALYSIS OF THE SCIENTIFIC PRODUCTION OF 2002 TO 2012 ABOUT QUALITY ON TOURIST SERVICES

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This paper presents a bibliometric analysis of the quality of tourism services in the articles published in international journals indexed in databases. The documents were selected on fifteen bases, filtered by criteria arbitrated by the authors and 105 articles formed the portfolio subject of literature review. Among the key findings are (1) the generation of knowledge about the quality of tourism services, (2) information about the authors, magazines, keywords, research centers and major countries in the portfolio selected, (3) a number of gaps and opportunities for future research, including that there are no scientific elite engaged in the study in depth of quality in the tourism sector, which leaves space for the creation of specialized research groups in the subject, that the production is concentrated in scientific journals classified in the area of Applied Social Sciences, which leaves space for the inclusion of new areas, and the studies are concentrated in the northern hemisphere (North America, Europe and Asia) with different approaches, opening space for broader studies throughout Southern Hemisphere.

KEY WORDS: *tourism, quality, tourism services, bibliometrics, scientific production.*