



---

**INSTITUTE OF TOURISM AND HOSPITALITY**

**CURRICULUM VITAE FOR**

**DR. SYLVIA BYARUGABA TUSHABE (PhD)**

**Nationality:** Ugandan  
**Date of Birth:** 15 August 1981  
**Sex:** Female  
**Profession:** Hospitality and Tourism Education & Management

**Current Position**

Assistant Lecturer & Head of Department – Hospitality Operations  
Institute of Tourism and Hospitality Management  
Kabale University, Kikungiri Campus  
P.O. Box 317, Kabale Municipality, Kabale, Uganda

**Contact Information**

Email: stushabe@kab.ac.ug  
Tel: +256 782 840 562

**PROFESSIONAL SUMMARY**

Dr. Sylvia Byarugaba Tushabe is a seasoned academic, researcher, and academic administrator with over 18 years of progressive experience in hospitality and tourism education. She currently serves as Head of Department for Hospitality Operations at Kabale University, where she provides strategic academic leadership, curriculum innovation, and industry engagement.

Her expertise lies in skills development, human capital enhancement, service quality, and graduate employability within the tourism and hospitality sector. Dr. Tushabe's work consistently bridges the gap between higher education and industry needs, ensuring graduates are equipped with relevant socio-emotional, cognitive, and technical competencies.

She has made significant contributions to curriculum development, program accreditation, and research supervision, and actively promotes industry-academia collaboration. Her leadership has resulted in the development of new industry-responsive short courses in Professional Cookery and

Pastry and Baking. Dr. Tushabe remains deeply committed to advancing quality hospitality education and supporting the sustainable growth of Uganda's tourism and hospitality industry.

## **EDUCATIONAL BACKGROUND**

### **Doctor of Philosophy (PhD) in Business Administration**

(Tourism and Hospitality Management)

Kabale University, Uganda | **2021 – 2025**

#### **Dissertation Title**

**Skills Development and Graduate Employability in the Tourism and Hospitality Sector of Southwestern Uganda: A Case of Kabale District.**

#### **Dissertation Summary**

This mixed-methods study examined the relationship between skills development and graduate employability among tourism and hospitality graduates in Kabale District. Using quantitative data from 400 graduates and qualitative insights from 30 key stakeholders, the study established that socio-emotional and cognitive skills are the strongest predictors of employability, while technical skills play a supportive role. The research provides district-specific empirical evidence, proposes conceptual and structural models linking skills acquisition to employability, and offers policy and curriculum recommendations for aligning higher education outputs with labour market needs.

### **Master of Hospitality and Tourism Management**

**Makerere University, Uganda | 2014 – 2018**

**Publication Summary:** The study established that human capital and employee performance significantly predict service quality in accommodation facilities, while the working environment showed no significant effect, highlighting the critical role of staff skills and performance in service delivery.

### **Postgraduate Diploma in Business Administration**

Uganda Management Institute | **2010**

### **Bachelor of Catering and Hotel Management**

Makerere University | **2005**

### **Uganda Advanced Certificate of Education (UACE)**

Trinity College Nabbingo | **2001**

### **Uganda Certificate of Education (UCE)**

Trinity College Nabbingo | **1999**

## **PROFESSIONAL EXPERIENCE**

### **Kabale University | 2019 – Present**

#### **Head of Department – Hospitality Operations**

*August 2025 – Present*

- Provide academic, administrative, and strategic leadership for the department.
- Oversee curriculum design, review, accreditation, and quality assurance.
- Manage departmental budgets, staffing, and strategic planning.
- Lead the development of industry-driven short courses in Professional Cookery and Pastry and Baking.
- Strengthen partnerships with hospitality and tourism industry stakeholders.
- Represent the department at university, national, and professional forums.

#### **Assistant Lecturer**

*2019 – 2025*

- Taught courses including Customer Care, Marketing in Hospitality, Accommodation Operations, Introduction to Tourism and Hospitality Services, Front Office Operations, and Food Production.
- Supervised undergraduate and postgraduate research projects.
- Participated in curriculum review, program development, and institutional quality assurance activities.

#### **Head of Department – Tourism and Hospitality Management**

*2019 – 2021*

- Led departmental academic and administrative operations.
- Oversaw accreditation of three academic programs, resulting in increased student enrollment.
- Initiated and supported the development of new academic programs, including the Bachelor of Catering and Hospitality Management.
- Strengthened industry-academia collaboration for student training and placement.

### **YMCA Comprehensive Institute, Kampala | 2007 – 2019**

#### **Lecturer – Department of Hotel Management**

- Delivered theoretical and practical training in hospitality and hotel management.
- Developed and reviewed curricula in food production, accommodation operations, and nutrition.
- Mentored students and supported institutional academic development.
- Vice Chairperson, YMCA Staff Association (2018 – 2019).

## RESEARCH & PUBLICATIONS AS FIRST AUTHOR

1. Tushabe, S. B., & Murimi, N. M. (2024).  
*Bridging the Skill Gaps: Analyzing the Mismatch between Hospitality Education and Industry Needs in Uganda.*  
African Journal of Tourism and Hospitality Management, 3(1), 201–213.
2. Tushabe, S. B., Ssempala, F., Ampumuza, C. A., & Mbowa, H. S. (2024).  
*Socio-Emotional Skills and Graduate Employability in the Hospitality Sector of South Western Uganda.*  
Journal of Research Innovation and Implications in Education, 8(2), 483–492.
3. Tushabe, S. B., & Ssempala, F. (2024).  
*Socio-Emotional Disposition as a Mediator between Technical Skills and Graduate Employability in Tourism and Hospitality.*  
African Journal of Tourism and Hospitality Management, 3(1), 185–200.
4. Tushabe, S. B., Turyasingura, B., & Rwotolonya, S. (2023).  
*Adoption of ICT in the Hotel Sector during COVID-19: Evidence from the Kigezi Sub-Region, Uganda.*  
African Journal of Tourism and Hospitality Management, 2(1), 19–34.
5. Tushabe, S. (2018).  
*Human Capital, Working Environment, Employee Performance and Service Quality in Accommodation Facilities in Kampala City.*

## INDUSTRY ENGAGEMENT & PROFESSIONAL MEMBERSHIPS

- **Treasurer**, Association of Uganda Hospitality, Travel and Tourism Training Institutions (AUHTTTI) | 2023 – Present
- **Member**, Journal of Research Innovation and Implications in Education (JRIIE)

## PROFESSIONAL DEVELOPMENT

- Strengthening Staff in Quality Control and Skills Performance
- Building Competent Teams for Improved Service Delivery
- Leadership and Professional Skills Development
- Transformational Leadership and Work-Based Learning
- Computer and Internet Skills

## KEY SKILLS & COMPETENCIES

- Curriculum Development and Accreditation
- Hospitality and Tourism Training
- Academic Research, Supervision, and Scholarly Writing
- Leadership, Mentorship, and Team Development
- Strategic Planning and Budget Management
- Industry Collaboration and Stakeholder Engagement

- Program Design and Implementation

## **REFEREES**

1. Associate Professor Otengei Samson Omundi  
Head of Department, Hospitality Management  
Makerere University Business School  
P.O. Box 1337, Kampala, Uganda
  
2. Associate Professor Caleb Tamwesigire  
Kabale University  
P.O. Box 317, Kabale, Uganda
  
3. Dr. Fredrick Ssempala  
Kabale University  
P.O. Box 317, Kabale, Uganda

## **Signature**

**Dr. Sylvia Byarugaba Tushabe (PhD)**