

PalArch's Journal of Archaeology
of Egypt / Egyptology

**THE BASICS OF IDENTIFYING TRAINING NEEDS FOR
HUMAN RESOURCES MANAGEMENT AND ITS IMPACT ON
THE HOTEL SERVICE QUALITY
(AN EXPERIMENTAL STUDY IN BABYLON HOTEL)**

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¹Khudhair Abbas Azeez Al-Quraishi, ²Raghad Yousif Gabraw; The Basics of Identifying Training Needs for Human Resources Management and Its Impact on the Hotel Service Quality (An Experimental Study in Babylon Hotel)-Palarch's Journal Of Archaeology Of Egypt/Egyptology 18 (04), 1673-1691. ISSN 1567-214x. Published April, 2021.

Keywords: training needs, human resources, hotel service.

ABSTRACT

This study aims, through a theoretical and applied extension, to know the relationship and influence to determine the training and management of human resources as an independent variable to achieve the quality of hotel service as a dependent variable in the Babylon Hotel (ROTANA), in addition to know the importance and levels of dimensions of the variables that sent hotel, to work for a bundle of recommendations that contribute in evaluating work and enhance the quality of hotelservice at Babylon Hotel (ROTANA) In order to enhance and confirm the practical aspect of the study the descriptive applied approach were adopted to be completed at the level of the Babylon Hotel (ROTANA) .while the questionnaire form contained (80) paragraphs, data and information were collected from (50) respondents from the upper and middle management of the intended sample of the searched hotel, the study adopted a program with (spss , v. 25, Amos, v.25) with the adoption of descriptive methods of statistics to test his hypotheses, The study concluded the most prominent conclusions that show the share of the hypotheses, which are embodied in the existence of a good reciprocal correlation between the training needs of human resources management and the quality of tourism service. While the results showed the necessity of increasing attention to the process of determining the training needs of the human resource management in the hotel, and there is a weakness in some dimensions of the independent variable (determining the training needs of human resources

management), and Raising the level of interest in the dimensions of the responding variable (dependent) the quality of advanced hotel service.

Introduction

The interest began decades ago in defining training needs as an entry point to improve the professional performance of workers, and that identifying training needs is essential for any organization that wants to achieve professional development for its workers, and to prepare highly qualified and efficiently trained human cadres to meet the challenges of the age, and anticipate the accelerated pace of modern technological and scientific developments. To contribute to the development of hotel organizations, and given the great importance of training for business organizations, as the process of identifying training needs for human resources management represents the first step and the basis of the training process, because determining the training need contributes to addressing errors that may occur among workers and developing their training levels, which is what This is reflected positively on the quality of the hotel service provided to the customer in the hotel, and what increases the importance of the study is the link between determining the training needs for human resources management and one of the important issues in hotel organizations, which is the quality of the hotel service provided in the hotel, as it greatly affects in terms of improving profit margin, performance and its share In the market and enhancing customer loyalty, attention has become to the quality of service The introduction in hotel organizations is an inevitable necessity, but it is the goal that it always seeks to achieve, especially with increasing customers' awareness of the quality factor in light of multiple alternatives and competition, as hotel organizations must compare between the expectations of their customers and their actual level of performance, in order to meet the needs and desires of customers and achieve their satisfaction About the service provided.

the study Problem

Hotel organizations in Iraq lack identification of the training needs that would improve the quality of hotel services, so the problem was studied in the Babel Hotel (Rotana) because it is one of the premium-class hotels in the capital, Baghdad, which encourages delving into this problem to try to lay the correct foundations for treatment. The study problem can be formulated in the following main question:

How does identifying the training needs of human resources management contribute to achieving hotel service quality? And in order to answer the previous problem, we formulated sub-questions that the researcher will respond to through the practical side of the research, which are embodied as follows:

What is the training needing that hotel workers need?

What are the methods used to determine training needs in hotel organizations?

What are the levels of quality of service provided in the hotel?

What are the methods used to know the level of service quality in hotel organizations?

If the hotel management relied on identifying the training needs in the training programs, does it have an impact on the quality of the services provided?

What is the level of correlation and influence relationships between the study variables at the field level?

Objectives of the study

- Enriching the theoretical side with the relationship of identifying training needs with the quality of hotel service.
- Applying the principles of identifying training needs in hotel organizations, in order to choose appropriate training programs to develop human resources and improve their performance to achieve the quality of the hotel service provided.
- Diagnosing the quality of hotel service provided in the hotel, according to its dimensions and service quality measurement models to improve its level.
- Work to test the correlation and influence relationship between identifying the training needs of human resources management and the quality of hotel service provided in the hotel.
- Work to adopt appropriate recommendations in light of the results of the field reality to evaluate the work in hotel organizations for the sake of success and continuity.

the importance of studying

- This study is one of the important studies, which sheds light, focuses and links between two important variables (determining training needs and quality of hotel service) as a new combination of evidence that there is no previous study that adopted this trend and according to the survey conducted by the researcher at the level of Iraq.
- Determining training needs has become a global concern, as this study can contribute to drawing the attention of hotel organizations to emphasizing the role of training needs in achieving distinctive service quality.
- The importance of this study is highlighted by the fact that it focused on human resources being the main driver for the quality of hotel services.
- This study is concerned with the quality of hotel service as it is a criterion for measuring the quality of services provided in the hotel .
- This study is important for the management of the surveyed hotel in order to raise the level of quality of the hotel services provided.

The hypothetical outline of the study: The methodology, in light of the problem and objectives of the study, requires a hypothesis design in which the most important correlation and influence relationships are determined between the study variables, namely:

1 -The independent variable (Independent Variable)

Determine the training needs for human resources management and their following dimensions:

Elements and criteria for identifying training needs, characteristics of identifying training needs, responsibility for identifying training needs, levels of identifying training needs, methods of training and methods of collecting data to determine training needs, types of training needs identification process.

2 .dependent variable (dependent)

The quality of the hotel service and its dimensions (evaluation criteria) represented by (reliability, tangibility, response, empathy (care), guarantee), and in Figure (1) the hypothetical scheme of the study is illustrated

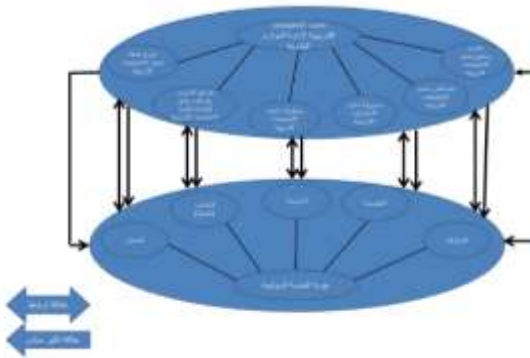


Figure (1) the outline of the Methods of data collection

hypothetical study

In order to reach the study's objectives in covering the study problem, data and information gathering was used on the following tools:

A- The theoretical framework: The theoretical framework was relied upon to enrich the theoretical framework on the Arab and foreign sources that dealt with the variables of the study, the available information in the global information network and the Internet, and what it contained in the research, letters, papers, and Arab and foreign articles, as well as information and data from the study community (Babel Hotel) For the purpose of determining it accurately.

B. Application framework: The questionnaire was relied on as a main method for obtaining data and information, in order to complete the requirements of the practical side of the study to reach the final results of the research, and through the questionnaire form, the opinions of the members of the study community on the subject of the study were identified and explored, in addition to the data obtained Through interviews with some managers and directors of departments, divisions and units, and what has been accessed from the data that have been recorded to serve the objectives of the study.

Study Approach

The method used in this study is a reflection of the researcher's ideas, as a result of his awareness of the study problem, his questions and hypotheses, and in order to find appropriate solutions to it, as he can design and develop plans in his endeavor to collect data and information that make the study appear in an understandable and interconnected manner in order to fulfill its requirements and achieve the desired goals. The researcher relied on the applied descriptive approach, which mainly depends on identifying the characteristics of the phenomenon and describing its nature and the quality of the relationship between its variables, as well as the factors affecting it, through monitoring and follow-up, in a quantitative and qualitative manner to identify its reality on the ground.

Population and sample study

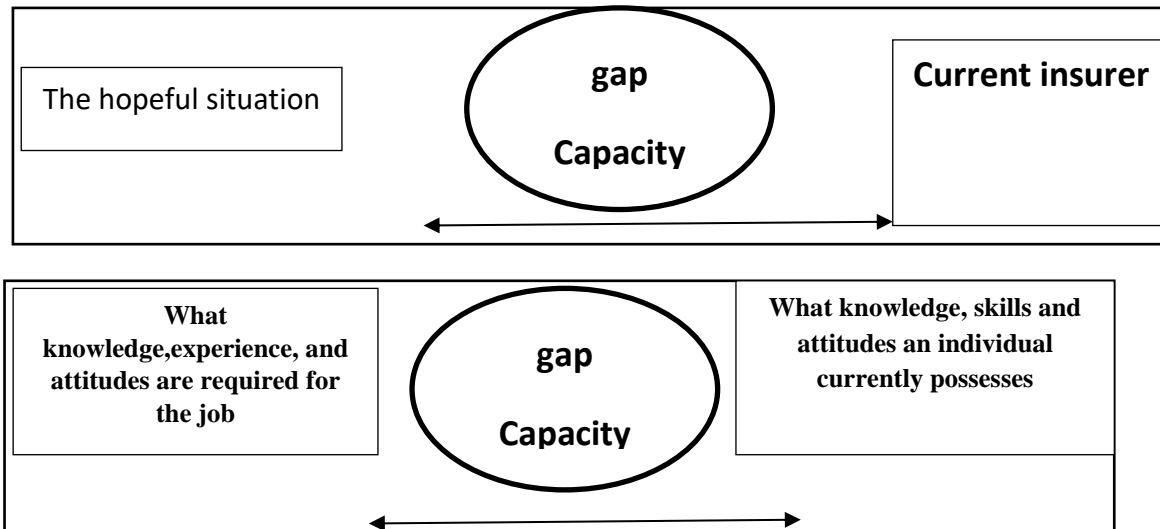
1 .**Study population:** Babylon Hotel (Rotana), which is one of the premium class hotels in Baghdad, in the Jadriya area on the banks of the Tigris River.

2 .**The study sample:** The study relied on the intentional sample (a comprehensive survey) of the research community, which is represented by the upper and middle managements of the Babylon Hotel (Rotana).

literature review

1. Training needs

The training needs "and it is an important activity for human resources management, which is a systematic and analytical investigation of the current levels of performance required for the organization" (Denby,2010), as determining training needs is the first step in designing the training process, and it is the process used to determine whether training is necessary or not, which is the gap between the requirements of a particular job and the capabilities of the employee who currently occupies it (CBRO , 2015), so the need expresses the gap between the current situation (What is an object) and the desired or ideal situation (what should be), and Figure (2) illustrates the identification of training needs according to this concept (Mimar, 2010).



What is a being is a need = a difference or a lack of what should be?

Figure (2)

Identification of training needs

There are two aspects to training needs (Al-Hayti, 2010):

- 1 .Strength through cognitive characteristics, skills, or abilities that are intended to be acquired by the trainee.
- 2 .Deficiencies or weaknesses due to the individual's undesirable characteristics and attributes that are to be replaced or changed by characteristics and desirable qualities through training, and these characteristics are related to the performance, behavior, relationships, thinking style or personality of the individual , either (Abbad(2013) he indicated that identifying training needs "is the organizational process of collecting and analyzing information and data, in order to support decision-making about when training will take place, and whether it is the best option (first) to improve the individual's performance within the organization and determine who should be trained and what content should be trained".

The main factors in the training needs determination process

There is a set of variables that have given the highest priority to ensuring the effectiveness of identifying training needs, which are (Arshad, 2015)

- The curriculum in managing the training function.
- Data collection methods.

- Level analysis in the process of identifying training needs.
- Strategic alignment with organizational strategy.
- Involve key stakeholders

Elements of training needs analysis

The implementation of the training strategy needs to be diagnosed through four basic elements in the analysis of training needs, namely: (Trutkowski, 2016)

- Conducting a gap analysis (gaps between the current situation and the desirable situation).
- Determine the underlying causes, consequences and background of problems.
- Determine the validity of training activities, and the hierarchy of importance to the organization.
- Define the scope and topics of training and possible organizational solutions.

Sources for identifying training needs

The responsibility for studying and identifying training needs in the organization rests on several parties, and they are the usual sources that issue the need for training, which are as follows (McConnell, 2003):

Managers: who identify potential training needs due to department performance results, individual worker performance reviews, future plans, new equipment and systems.

Employees: who are aware of possible training needs to improve their current performance or prepare for other jobs.

Personnel departments: Those who are aware of potential training needs based on activities such as employee surveys, external consultant evaluations, budget reports, and interviews.

Staff training: who are aware of potential training needs by conducting current training courses and regular surveys to perform training.

External consultants: who understand potential training requirements as part of other projects such as organizational studies, performance evaluations, and management and performance appraisals with data.

Levels of training needs determination

All three levels to determine the training needs are intertwined with each other, and the data and information must be collected at all levels for a training program that meets the needs of the organization and the needs of workers (Cekada, 2010), and the levels of identifying training needs are:

- **Organizational Analysis**

Organizational analysis includes the process of determining where to focus on training within the organization and through the analysis the strategic direction of the organization is considered, for example analyzing the organization's mission, vision and values, and then identifying the relevant training needs to support that data (Ling et al, 2014) and the organizational analysis includes the following dimensions (the organization's goals, the workforce, the organizational climate, the organizational structure, the organization's regulations and policies, efficiency indicators) (Al-Khatib , 2012).

- **Task Analysis (Operations)**

This level of analysis determines the nature of the tasks to be performed on the job and the knowledge, skills and abilities required to perform these tasks, and the

analysis tries to define the training content on what the individual worker must do in order to work efficiently. Based on job analysis, task analysis, gap analysis, knowledge and skills, it can be Determine the questions related to what workers should learn and the types of training required in order to perform well in tasks or jobs at this level (Mazhisham et al, 2019).According to what was clarified that the steps of analyzing the task (operations) are: (MDF, 2005)

1-What is the task required of the target group for training (operational and administrative)?

2 -Determine the levels of performance required in light of the organization's strategy.

3 -Determine the current level of performance.

4 -Determine performance variances.

▪ **Individual Analysis**

Individual analysis examines the tasks of individuals and how they perform in their jobs, conducting interviews with individuals (workers) or testing them to determine the individual level of their skills, or their level of knowledge, as well as collecting data and information from performance reviews in addition to identifying performance problems by examining factors such as production, service quality. Absenteeism, delays, accidents, grievances, and customer complaints, (Osinski, 1996). The personal analysis of the individual helps in determining who needs to be trained and depends on the deficiencies in performance that result from the lack of knowledge (Martin,2014) or skills and attitudes, and the analysis of the individual does not look at current training only. As for (Al-Kalibawi, 2015), the analysis of the individual's performance has been defined as follows:

1-Identify the strengths and creativity of the individual in order to enhance and value them.

2-Identify weaknesses or deficiencies in the quantitative and qualitative aspect of the individual's performance.

3 -Identify areas for addressing performance deficiencies through training programs.

4 -Determining the type of skills, information, experiences and trends that should be available to the incumbent.

5-Determining the appropriate type, level and methods of training to improve performance, increase efficiency and provide quality service .

2. Methods and methods of collecting data and information to determine training needs

The methods and methods for collecting data and information with the aim of using them in determining training needs vary, and this diversity and variation is commensurate with the degree of complexity or simplicity of needs, the size of the organization or the stages it is going through, as well as the number of human resources in the organization (Tawfiq, 2005), and in the following: The most common methods and methods used as methods for collecting data and information:

The Questionnaire Questionnaires Training needs are identified in this way for a wide sample of the human resources of the organization, because it is one of the most used methods of data collection by directing questions and obtaining their responses to the specific questions (Close, 2001).

The Interview The interview is a personal confrontation between the training expert and the potential trainees, with the aim of identifying their training needs, and when conducting the interview, the questions must be reviewed to ensure that they respond to its objective, and that the training expert carefully listens to the potential trainees and does not go to concluding the answers (Ben Aishi, 2012).

Observation enables the researcher to observe and observe the current situation and give him accurate information about the situation, as it can take a technical character such as movement and time studies or take a specific psychological and functional character.

Testes It is a good method or method for observing and explaining the performance of individuals, either verbally or in writing under controlled conditions, and it is intended to measure the performance of individuals in their current jobs through which it is possible to identify the deficiencies that individuals need by identifying training needs that are addressed through training (Sacarneh, 2009).

Opinions of experts It is among the methods that are used for the purpose of collecting information and data on identifying training needs, where a number of experts in training and training programs meet for the purpose of organizing training programs for them, as they study the positions of managers and assess the duties and tasks that their jobs include, and after that the needs are determined. Training related to those burdens and tasks, through their experience and knowledge of their performance, and it is preferable that this method not be satisfied when identifying training needs, but rather it is necessary to support them by other means (Al-Sayed, Al-Jamal, 2016).

Self-Assessment It is considered one of the best methods that are widely used to identify training needs at the individual level, whereby working individuals identify the needs of the organization and its divisions and identify deficiencies and the needs of each individual in terms of skills and abilities, and opinion polls and surveys are used for this purpose (Harem, 2013).

Reformance Analysis Performance analysis is defined as the process of analyzing the conflict between standard performance and actual performance that can solve problems through educational solutions and through non-educational solutions, and that the levels affecting improving performance are (organization level, process level, and individual level)(Mazhisham et al, 2019), and describes (Grant, 2002) data of needs that are collected as (what workers say they need, expressed in work, defined by experts).

3. Quality of hotel service

▪ The concept and definition of service quality in hotel organizations

The main role of service quality is to differentiate the organization, and it has become a unique investment in order to manage competition and increase the level of occupancy in hotel organizations (Bozdaglar,2015), and that providing high-quality services is the main element for the strength and development of service organizations (Alvani et al,2012), and the importance of services increases because the basic economic activity today is the provision of services more important than it was in previous years (Wang, 2020), and the quality of hotel service is a major factor in the success of organizations for their role in using the available resources and achieving a competitive position in the market (Moisescu,2014), The quality of

service in the tourism activity plays an important role because it is considered a standard or a measure to provide the effectiveness of the services provided, and although the quality of service is intangible, it is a crucial evaluation tool for hotel services.(Alvin,2005) hotel service quality is a powerful tool for revenue streams.(Neupane,2017) Figure (3) shows the concept of service quality in hotel organizations.

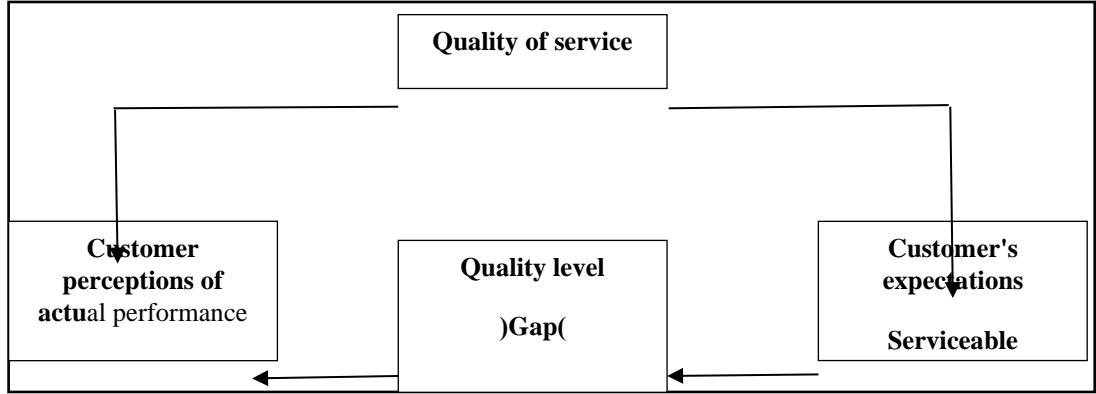


Fig. 3

The concept of service quality (Al- Haddad, 2006)

It is clear from the above that the quality of service in hotel organizations is what customers perceive, which is the difference between their expectations and what they actually get, as in the equation: (Sweidani, 2009)

Quality of service = Customer awareness of actual performance- Customer expectations of the level of performance

▪ **Components of service quality in hotel organizations**

The quality of service in hotel organizations consists of several components (elements), which are as follows: (Tamilselvi, 2016)

Physical components: It consists of physical facilities, processes, and procedures.

The human factor: personal behavior on the part of workers.

Professional judgment: on the part of personnel, but for good quality service .

▪ **Requirements for achieving service quality in hotel organizations**

There are a set of requirements in order to achieve service quality in hotel organizations, and they are as follows:Dukic, 2012)

Focus on the market and customers: problems related to service quality are higher in organizations that do not focus enough on identifying problems and working towards meeting the specific needs and expectations of customers.

First-line competencies: where service quality is estimated based on the overall interaction with customers because of their association with the service and the organization.

Shaping employee behavior and their attitude to meet customers' needs and expectations Empowering employees is a sign of confidence in their abilities to perform responsible tasks, which has recently been considered as an important factor reducing tension between employees and managers (Ghobadian et al, 1994)

A clear vision of service quality: One of the interactive natural consequences of services is the need for a clear vision of service quality at the organizational level,

and without an adequate vision, workers tend to create their own interaction with service quality.

▪ **the life cycle of service quality in hotel organizations**

The life cycle of service quality in organizations in general, including hotel organizations, consists of four stages that are defined, namely: (Hermal, 2003)

The first stage: The organization seeks to know the expectations of its customers and the reasons for their dissatisfaction, by conducting marketing research.

The second stage: where the organization studies its competitors, and its available resources in order to be able to determine the desired quality.

The third stage: After determining the desired quality, the organization is concerned with determining the standards it follows that help it achieve service quality.

The fourth stage: the organization is concerned with the quality perceived by the customer so that it can measure his level of satisfaction based on comparing it with the expected quality before providing the service.

▪ **Common factors in service quality in hotel organizations**

There are a set of common factors that contribute to the quality of service in hotel organizations, and these factors are (Poor et al, 2013)

Process quality: It refers to the quality of processes, production methods and the provision of services to customers.

Product quality: It is evaluated after providing the service. In fact, the product is what the customer gets from the organization.

Physical quality: Which refers to the goods or services that support the product support cases.

Interactive Quality: Refers to the interaction between customers and service providers.

Organization Quality: Relates to the mental image and overall perception of the organization, and in general, the quality of the organization is an intangible dimension.

▪ **Dimensions of service quality in hotel organizations**

The majority of writers and researchers believe that the dimensions of service quality are five dimensions, namely: reliability, tangibility, responsiveness, empathy, assurance, (Ababneh, 2017), and the following is a detail of these dimensions:

1 -Reliability: It is the most important dimension of the service quality dimension related to handling service problems for customers, in terms of timely service performance and error-free maintenance of records., (2017, Devkota).

2- Tangibility: Are the physical facilities, the quality of the materials and equipment used, and the communication materials, including the personal appearance of the service provider (2013, Canny).

3 -Responsiveness: It is the desire of human resources in the organization to strive to provide service to the customer (2017, Heizer).

4 -Empathy: Means personal attention and providing services to customers, so that the customer feels that he is unique and distinct, and he mentioned that the studies that defined the dimensions of service quality have used security, credibility and access to measure empathy. (2019, Pakurar)

5 -Guarantee (Assurance): The guarantee is the courtesy and knowledge of the working personnel and their ability to answer customers' questions while providing the service, and to inspire the customer with confidence. (Neupane, 2017).

▪ **Models for measuring service quality in hotel organizations**

There are many models for measuring the quality of hotel service, and the most important of which are specialized in the hotel tourism sector are the following:

1- Servqual

It is an analysis model to measure the impact of service quality on the basis of an integrated vision of the relationship between the customer and the organization (Ismail et al,2015), and this model is widely applied in the tourism sector, and there are many tourism studies that have used this model in measuring the quality of tourism service, such as studies on (hotels, hospitality, and entertainment services) (sheeta,2004) suggested this model.servqual(The customer's perception of the quality of the service provided based on the gaps (gaps) model, from comparing customers' expectations to their perceptions of the service provider's performance, identifying five major gaps (gaps) in the concept of service quality(chou, 2020).

2 -Multidimensional model (hierarchy)

It is a model suggested by (Brady & Cronin) In 2001, which is a model specialized in measuring service quality in hotels, as many studies have determined that the previously mentioned measures of service quality are insufficient to assess the quality of service in the hotel and the tourism industry, as this model is used in five-star hotels, and service quality in it is defined as: the global dimension Which consists of three basic dimensions which are: interaction quality, environmental quality and quality of results and these dimensions are consistent with studies in measuring service quality and each basic dimension has its own sub-dimensions, which are as follows: (Wa, 2013)

▪ **Interaction Quality**

Many studies have indicated the importance of the quality of interaction in providing services and the most influencing perceptions of service quality because the human variable is very important in services because its nature is intangible and inseparable, and the sub-dimensions of interaction quality are (behavior, experience, problem-solving).

▪ **Environmental Quality**

It is one of the most important aspects in customer evaluations of services and as the physical features of the service production process and its secondary dimensions are (the atmosphere, the quality of the accommodation room, the physical facilities, the design, the location).

▪ **Quality of results**

It is the result of the service transaction and is related to what customers actually get from providing the service, that is, what is provided by the service provider and its sub dimensions are (social communication, parity, safety and security, waiting time) (Nunkoo et al, 2019).

4. the applied aspect

the study site / Babel Hotel (Rotana)

This hotel is considered one of the excellent class hotels in the Iraqi capital, Baghdad-Karrada Street on the banks of the Tigris River in the Jadriya neighborhood, designed

in the form of a ziggurat as a stepped pyramid by the Slovenian architect (Edward Ravenar) to be built in the city of Budra in the Black Mountain in Yugoslavia, then the project was canceled and designs were taken to be built in Baghdad, and it was opened in 1982 in the name of a hotel The Oberoi Papillon and Ader was established by the Oberoi Hotels and Resorts Company, and the hotel was founded with a capital of (1,350,000,000) dinars (one billion three hundred fifty thousand dinars), and it was increased to become (2,000,000,000) dinars (two billion dinars) , The hotel was converted into a mixed joint stock company since (1995). In October 2014, the hotel joined the Warwick hotel chain, as the international company worked to rebuild and develop it to meet the standards of its modern international hotels around the world. The hotel was built on an area of (13) acres, and the hotel includes 300 rooms distributed over (18) floors and a suite that was newly developed, eight Restaurants, a health club with two summer and winter swimming pools and (3) meeting rooms, and the hotel has several departments, most notably (administration, public relations, accounts, sales, hotel management, procurement, reception) and the hotel is currently invested by the Rotana Group of Hotels. And the analysis of the demographic variables of the sample in the Babylon Hotel searched with (gender, age, marital status and educational qualification, employment status, years of service, nationality, training courses) came as follows:

- **Sex** It is evident through the analysis that the number of males is higher than the number of females, and this indicates that the sample members were somewhat different between males and females.
- **Age** If it is evident through the analysis of the variable of age that there is a diversity between young people, and between the elderly in the Babel Hotel researched, which gives a good combination that contributes positively to the work of the hotel.
- **Scientific qualification** indicates through the analysis of the variable that the sample under study has a scientific qualification that enables it to answer the items of the checklist and questionnaire correctly and objectively.
- **Marital Statu** If the analysis of the variable indicates that the marital status of the research sample varied, but the majority were from a married group, and the lowest group came from a widower.
- **Occupational position** in this variable, the analysis indicates that the job position of the research sample has diversified to more than one position, as the highest percentage of the job position came to the head of the division.
- **Years of servic**e the results of the variable analysis showed that there is a variation in the years of service for the research sample between the long and short period, which provides a good combination in order to answer the checklist and the questionnaire.
- **Nationality** In this variable, the results of the analysis showed that the research sample came in a variety of Iraqi, Arab and foreign levels with good proportions, which provides a good combination in order to view the diverse opinions of the different nationalities.
- **Training Courses** It was found through the results of the analysis of the variable that most of the sample studied had good training courses.

Testing and analyzing the correlation relationship between the study variables

The following hypotheses will be tested:

- Test the main research hypothesis (first) Which states (there is a statistically significant correlation between determining the training needs of human resources management and the quality of hotel service)
- Reached correlation coefficient between the identification of training needs are not human , and Quality of Service Resources Management Hotel (0.679 **) at the level (0.000) which is less than the significance level (0.05) and this means rejecting the null hypothesis and accept the alternative hypothesis which states (no significant correlation between the statistical identification of training needs no management of human resources and quality of service hotel (This indicates that the success in identifying training needs by the Babel Hotel management will have an active and essential role in achieving quality in the hotel service provided to the customer. This is because determining the training need will contribute to addressing the errors that may occur among the employees as well as in developing their training levels, which will positively affect the quality of the hotel service.

The first sub-hypothesis test: which states (there is a statistically significant correlation between the importance of determining training needs dimension and the quality of hotel service) ,The coefficient of correlation reached between a dimension The importance of determining the training needs and the quality of the hotel service (0.485 **) at the level of significance (0.000) which is less than the level of significance (0.05), and this means accepting the hypothesis which states (there is a statistically significant correlation between the importance of identifying training needs and the quality of hotel service .). This indicates that giving importance and attention to identifying training needs will have an effective and essential role while achieving the quality of hotel service.

The second sub-hypothesis test: which states (there is a statistically significant correlation between the dimension of the characteristics of identifying training needs and the quality of hotel service).The coefficient of correlation reached between a dimension Characteristics of determining training needs and the quality of hotel service (0.504 **) at the level of significance (0.000) which is less than the level of significance (0.05), and this means accepting the hypothesis which states (there is a statistically significant correlation between the dimension of the characteristics of identifying training needs and the quality of hotel service.). This indicates a good correlation between the characteristics of identifying training needs and the quality of hotel service. That is, whenever there is interest in the characteristics of identifying training needs, it will have a positive impact on the quality of hotel service.

The third sub-hypothesis test: which states (there is a statistically significant correlation between the dimension of responsibility for determining training needs and the quality of hotel service).The coefficient of correlation reached between a dimension Responsibility for determining training needs and the quality of hotel service (0.601 **) at the level of significance (0.000) which is less than the level of significance (0.05), and this means accepting the hypothesis which states (there is a statistically significant correlation between the dimension of the responsibility for determining training needs and the quality of hotel service). This indicates the responsibility for identifying training needs, a good and moral relationship with the quality of hotel service.

The fourth sub-hypothesis test: which states (there is a statistically significant correlation between the dimension of levels of determining training needs and the quality of hotel service).The coefficient of correlation reached between a dimension Levels for determining training needs and quality of hotel service (0.797 **) at a level of significance (0.000), which is less than the level of significance (0.05), and this means accepting the hypothesis, which states (there is a statistically significant correlation between the dimension of levels of training needs determination and the quality of hotel service.). This indicates that there is a strong correlation between the levels of identifying training needs and the quality of hotel service.

Test the fifth sub-hypothesis, which states (there is a statistically significant correlation between the dimension of training methods and data collection methods to determine training needs and hotel service quality).The coefficient of correlation reached between a dimension Training methods and data collection methods to determine the training needs and the quality of hotel service (0.707 **) at the level of significance (0.000) which is less than the significance level (0.05), and this means accepting the hypothesis which states (there is a statistically significant correlation relationship between the dimension of training methods and methods Collect data to determine training needs and hotel service quality). That is, the interest of the researched hotel management in the dimension of training methods and methods of all data has a strong relationship with the quality of hotel service.

The sixth sub-hypothesis test, which states (there is a statistically significant correlation between the dimension of obstacles to the process of determining training needs and the quality of hotel service).The coefficient of correlation reached between a dimension Obstacles to the process of determining training needs and the quality of hotel service (-1.117) at the level of significance (0.417), which is greater than the level of significance (0.05), and this means rejecting the alternative hypothesis and accepting the null hypothesis, which states (There is no statistically significant correlation between the dimension of the obstacles in the determination process Training needs and hotel service quality). That is, the obstacles to the process of identifying training needs are not related to the quality of hotel service. Figure (4) shows the value of the total correlation between determining training needs and the quality of hotel service.

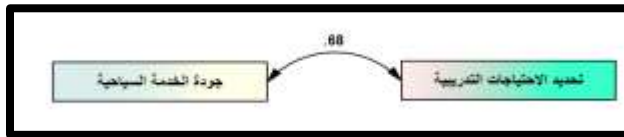


Figure (4) The value of the total correlation between determining training needs and the quality of hotel service

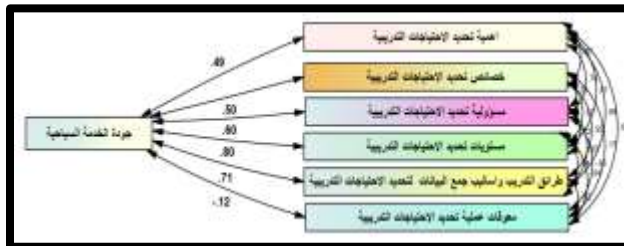


Figure (5) The value of the correlation coefficient for the dimensions of the training needs variable with the quality of the hotel service

Dependent variable	Dimensions of the independent variable	Correlation value and significance level		indication
Quality of hotel service	The importance of identifying training needs	Correlation value	0.485**	Accept the hypothesis
		Sig	0.000	
	Characteristics of identifying training needs	Correlation value	0.504**	Accept the hypothesis
		Sig	0.000	
	Responsibility for identifying training needs	Correlation value	0.601**	Accept the hypothesis
		Sig	0.000	
	Levels of training needs determination	Correlation value	0.797**	Accept the hypothesis
		Sig	0.000	
	Training methods and data collection methods to determine training needs	Correlation value	0.707**	Accept the hypothesis
		Sig	0.000	
	Obstacles to the process of identifying training needs	Correlation value	-0.117	Reject the hypothesis
		Sig	0.417	
	Identification of training needs	Correlation value	0.679**	Accept the hypothesis
		Sig	0.000	
Number of accepted hypotheses				6
percentage				86%

Table (1) Correlation values and the level of significance for the variable dimensions of determining training needs with the quality of hotel service

Test and analyze the effect between the study variables

The impact hypotheses are tested for the purpose of determining the possibility of judging them for acceptance or rejection, as the second main effect hypothesis (there is a statistically significant effect for the dimensions of determining the training needs of human resources management in the quality of hotel service). It will be investigated according to the simple linear regression equation. As follows :

$$= Y = a + \beta_1 X_1$$

And represent (a) Constant The amount of constant and this relationship means that the quality of the tourist service (Y) It is a function of the real value of the dimensions of a variable determining the training needs of human resources management (The X₁, the X₂, the X₃, the X₄, the X₅, the X₆, As for the estimates of these values and their statistical indicators, they were calculated at the level of the research sample

of (50) in the Babel Hotel, and the levels of influence between the variables will be analyzed as follows:

The statistical indicators shown in Table (2) were used to show the results

▪ **To test the second main hypothesis**

To test the hypothesis that stated the following (there is a statistically significant effect between the determination of training needs to manage human resources in the quality of tourism service) as the analysis will be done according to the simple linear regression model as follows:

(Identification of training needs For Human Resources Management) + 0.743 1.682 = Hotel service quality. Reached the value of (FThe calculation between determining the training needs of the Human Resources Department in the quality of hotel service (41,020). It is greater than the value (F)The tabular amount (3.94) at a significance level (0.05) and accordingly we accept the hypothesis which states (There is a statistically significant effect between determining the training needs of human resources management on the quality of hotel service) at a significance level (5%) that is, with a degree of confidence (95%). This indicates the existence of an effective and strong influence to determine the training needs in the quality of the hotel service, that is, whenever the Babel Hotel management seeks to pay attention and activate the correct one to determine the training needs of human resources management, this will work to effectively develop the skills of employees and their development, which will positively affect the achievement of quality Hotel service. And by the value of the coefficient of determination (²RThe amount (0.461) is clear that determining the training needs of the human resources department explains (46%) of the variables that occur in the quality of the hotel service, while the remaining (54%) is due to other variables that are not included in the research model.

▪ **First sub-hypothesis test**

To test the hypothesis that stated the following (there is a statistically significant effect of the importance of identifying training needs in the quality of hotel service), as the analysis will be done according to the simple linear regression model, as follows:

(The importance of identifying training needs) 3.405 + 0.371 = quality of hotel serviceReached the value of (FThe calculation between the dimension of the importance of identifying training needs in the quality of hotel service (14,766). It is greater than the value (FThe tabular amount (3.94) is at the significance level (0.038) and it is smaller than the significance level (0.05) and accordingly we accept the hypothesis which states (There is a statistically significant effect of the dimension of the importance of identifying training needs in the quality of hotel service) at the level of significance (5%) That is, with a degree of confidence (95%). This indicates that the Babel Hotel management, whenever it focused its interests on activating the role and importance of identifying training needs, helped this to affect positively the quality of hotel service, as giving importance to the training process as well as identifying the training need for employees will give the hotel the ability to improve the overall performance of the hotel and then on Quality of service provided to the customer. And by the value of the coefficient of determination (²RThe amount of (0.235) is clear that the importance of determining training needs explains what

(23%) of the variables that occur to the quality of hotel service, while the remaining percentage (77%) is due to other variables that are not included in the research model.

▪ **The second sub-hypothesis test**

To test the hypothesis that stated the following (there is a statistically significant effect of the characteristics of determining training needs in the quality of hotel service), as the analysis will be done according to the simple linear regression model as follows:

(Characteristics of identifying training needs) $3.763 + 0.299 =$ quality of hotel service Reached the value of (F) The computed between dimension Characteristics of identifying training needs in hotel service quality (16,386). It is greater than the value (F) The tabular amount (3.94) at the level of significance (0.000) which is smaller than the level of significance (0.05) and accordingly we accept the hypothesis which states (There is a statistically significant effect of the dimension of the characteristics of identifying training needs in the quality of hotel service) at the level of significance (5%) That is, with a degree of confidence (95%). This indicates that the characteristics of identifying training needs have a good and essential effect on achieving the quality of hotel service. And by the value of the coefficient of determination (R^2) The amount of (0.255) is clear that the dimension of the characteristics of determining training needs explains about (25%) of the variables that occur in the quality of hotel service, while the remaining percentage (75%) is due to other variables that are not included in the research model.

▪ **The third sub-hypothesis test**

Do not test the hypothesis that stated the following (there is a statistically significant effect of the dimension of responsibility for determining training needs in the quality of hotel service), as the analysis will be carried out according to the simple linear regression model as follows:

(Responsibility for determining training needs) $2.164 + 0.594 =$ quality of hotel service Reached the value of (F) The computed between dimension Responsibility for identifying training needs in hotel service quality (27.201). It is greater than the value (F) The table of (3.94) at the level of significance (0.000) which is smaller than the level of significance (0.05) and accordingly we accept the hypothesis which states (there is a statistically significant effect of the dimension of responsibility for determining training needs in the quality of hotel service) at the level of significance (5%) That is, with a degree of confidence (95%). That is, determining who is responsible for the process of identifying training needs correctly will contribute to the success of the process of identifying training needs, and then in influencing the quality of hotel service. And by the value of the coefficient of determination (R^2) The amount of (0.362) is clear that the dimension of responsibility for determining training needs explains (36%) of the variables that occur in the quality of hotel service, while the remaining percentage (64%) is due to other variables that are not included in the research model.

▪ **The fourth sub-hypothesis test**

To test the hypothesis that stated the following (there is a statistically significant effect of the dimension of the levels of training needs determination in the quality of hotel service), as the analysis will be done according to the simple linear regression model as follows:

(Levels for determining training needs) $1.436 + 0.719 =$ quality of hotel service Reached the value of (F) Computed between after Levels of identification of training needs in the quality of service of the hotel (83.836). It is greater than the value (F) The table of (3.94) at the level of significance (0.000) which is smaller than the level of significance (0.05) and accordingly we accept the hypothesis which states (There is a statistically significant effect of the dimension of the levels of determining training needs in the quality of hotel service) at the level of significance (5%) That is, with a degree of confidence (95%). This indicates the existence of an effective and strong influence of the levels of determining the training needs that it carries out in the quality of hotel service. And by the value of the coefficient of determination (R^2) The amount of (0.636) is clear that the dimension of the levels of determining training needs explains (64%) of the variables that occur in the quality of hotel service, while the remaining percentage (36%) is due to other variables that are not included in the research model.

▪ **Fifth sub-hypothesis test**

To test the hypothesis that stated the following (there is a statistically significant effect of the dimension of training methods and methods of data collection to determine training needs in hotel service quality) as the analysis will be done according to the simple linear regression model as follows:

(Training methods and data collection methods to determine training needs) $.270 + 0.601 X =$ Quality of hotel service

Reached the value of (F) The computed between dimension Training methods and data collection methods to determine training needs in hotel service quality (47,851). It is greater than the value (F)The table of (3.94) at the level of significance (0.000) which is smaller than the level of significance (0.05) and accordingly we accept the hypothesis which states (There is a statistically significant effect of the dimension of training methods and methods of data collection to determine training needs in the quality of hotel service) at a significant level (5%), that is, with a degree of confidence (95%). That is, whenever the methods and methods of data collection are varied for the process of determining training needs in an informed manner, this will help in the success of identifying training needs, and then it will positively affect the achievement of the quality of tourism service. And by the value of the coefficient of determination (R^2)The amount of (0.499) is clear that the dimension of training methods and methods of data collection to determine training needs explain 50% of the variables that occur to the quality of hotel service, while the remaining 50% is due to other variables that are not included in the research model.

▪ **The sixth sub-hypothesis test**

To test the hypothesis that stated the following (there is a statistically significant effect of the dimension of the obstacles in the process of determining training needs in the quality of hotel service), as the analysis will be carried out according to the simple linear regression model as follows:

(Obstacles to the process of identifying training needs) $1.035 + 0.805 X =$ quality of hotel service

Reached the value of (F) Computed between after Obstacles to the process of identifying training needs in hotel service quality (0.670). It is smaller than the value (F)The tabular amount (3.94) is at a significance level (0.417), which is greater than

the significance level (0.05). Accordingly, we reject the alternative hypothesis and accept the null hypothesis, which states (there is no statistically significant effect of the dimension of the obstacles to the process of identifying training needs in the quality of hotel service) when A level of significance (5%), i.e., a degree of confidence (95%). In other words, the obstacles to identifying training needs do not affect the quality of hotel service in the searched hotel.

Table (2) Dimensions Analysis Determine the training needs for human resources management in hotel service quality

Dimensions to determine training needs	Dependent variable	Fixed Limit Value (a)	The value of the marginal slope coefficient (β)	The coefficient of determination (R ²)	Values (F) Calculated	Values (F) Tabularity	Sig	indication
The importance of identifying training needs	Y Quality of hotel service	3.405	0.371	0.235	14.766	3.94	0.000	moral
Characteristics of identifying training needs		3.763	0.299	0.255	16.386		0.000	moral
Responsibility for identifying training needs		2.164	0.594	0.362	27.201		0.000	moral
Levels of training needs determination		1.436	0.719	0.636	83.836		0.000	moral
Training methods and data collection methods to determine training needs		2.270	0.601	0.499	47.851		0.000	moral
Obstacles to the process of identifying		5.813	0.157	0.014	0.670		0.417	Not moral

training needs								
Determine the training needs for human resources management		1.68 2	0.743	0.461	41.020		0.00 0	moral
F_{Tabular} = (0.05,49, 1) = 3.94								

▪ **The third main hypothesis test**

Which states (there is a significant effect between dimensions Identification of training needs To manage human resources together in the quality of hotel service) and as shown in Figure (54), as Table (46) shows statistical indicators between the dimensions of determining the training needs of human resources management in the quality of hotel service and can be expressed in the following equation:

$$= Y \alpha + \beta 1 X 1 + \beta 2 X 2 + \beta 3 X 3 + \beta 4 X 4 + \beta 5 X 5 + \beta 6 X 6$$

$$1.530 = Y -0.197X1 -0.020 + X 2 + 0.093X 3 + 0.640X 4 + 0.313X 5 -0.076X 6$$

It is evident from the table (3) What follows:

Reached the value of (F) Calculated for the estimated model (16.066). It is greater than the value (F)The tabular amount (2.31) at a significance level (0.05) and accordingly we accept the hypothesis, which means (there is a significant influence between the dimensions of determining the training needs of human resources management together on the quality of the hotel service (at a significance level) 5% (i.e. a degree of confidence) 95 %) And this indicates that the dimensions of identifying training needs for human resources management together have an effective and fundamental impact on the quality of hotel service . Through the value of the coefficient of determination (²RFor the model of (0.692), the dimensions are shown Determining training needs is able to explain (69%) of the changes that occur in (hotel service quality). And using the method (Stepwise(For a significant test of the insignificance of the dimensions under consideration, and after deleting the non-intangible dimensions, it is clear that the final model depends on two dimensions (levels of identifying training needs, training methods and methods of data collection to determine training needs) , as they reached a value (F) Calculated for the new model (35.477) which is greater than the value F() The scheduling of (2.46) at a level of significance (0.05), that is, with a degree of confidence (95%). This indicates that the Babylon Hotel gives importance, attention and focus in the process of identifying training needs for human resources management to the dimension (levels of identifying training needs, training methods and methods of collecting Data to determine training needs) This does not give attention to the rest of the dimensions of identifying training needs. The model can be expressed in the final form as follows :

$$=Y \alpha + \beta_4 X_4 + \beta_5 X_5$$

$$=Y 1.253 + 0.606X_4 + 0.259X_5$$

Through the value of the coefficient of determination (R^2) for the new model of (0.666), it becomes clear that the dimension (levels of identifying training needs, methods of training and methods of data collection to determine training needs) is able to explain (66%) of the changes that occur to (quality of hotel service). It is evident through the value of the marginal propensity coefficient for the dimension of training needs determination levels of (0.606) that increasing the dimension of the levels of determining training needs by one unit will lead to an increase in (hotel service quality) by (60%) and it is evident through the value of the marginal propensity coefficient for the dimension of training methods. And methods of data collection to determine training needs of (0.259). An increase in the dimension of training methods and methods of data collection to determine training needs by one unit will lead to an increase in (hotel service quality) by (26%).

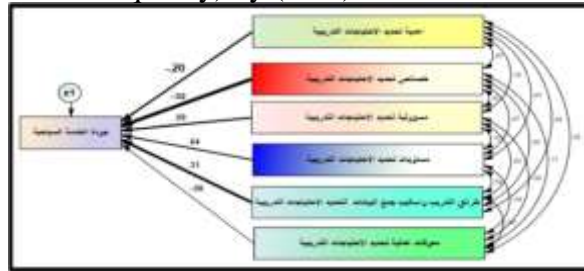


Figure (6)

The effect of determining training needs dimensions on the quality of hotel service

Figure: Preparing the researcher based on the program output Amos, V, 25

Schedule (3) Shows statistical indicators between dimensions Determine the training needs in hotel service quality using multiple linear regression												
Dimensions to determine training needs	Constant value	Value After the importance of identifying training needs B_1	Value yet Characteristics of identifying training needs B_2	Value yet Responsibility for identifying training needs B_3	Value yet Levels of training needs determination B_4	Value yet Training methods and data collection methods	Value yet Obstacles to the process of identifying training	The value of the coefficient of determination R^2	Values FCalculated	Value sFTabular	Sign	indication

						o d e t e r m i n e t r a i n g n e e d s B ₅	n e e d s B ₆					
A complete model for the dimensions of determining training needs in hotel service quality	1.530	0.197-	0.020-	0.093	0.640	0.313	0.076-	0692	16.066	2.31	0.000	There is an effect
The model is the final image	1.253	---	---	---	0.606	0.259	---	0.666	46.922	2.46	0.000	There is an effect

The intangible dimensions) Levels of identifying training needs, training methods and methods of data collection to determine training needs) The non-intangible dimensions (the importance of identifying training needs, characteristics of identifying training needs, responsibility for identifying training needs, obstacles to the process of identifying training needs)

Table: Preparation of the researcher based on program outputs SPSS V.25

Conclusions

1. The need to increase the interest of Babel Hotel management in the process of identifying training needs for human resources management more than it is now in the hotel.
2. The services provided in the hotel are characterized by good quality in order to gain the satisfaction and reliability of the customer, through the provision of human resources working in the number and quality that are qualified for the tasks.
3. The senior management in the hotel is keen to provide plans, time, sufficient funds, and continuous follow-up, to reduce the obstacles to identifying training needs for human resources management.
4. Hotel employees showed a good response in meeting the needs and desires of customers, and solving the problems that face the provision of service throughout the working hours, because it is one of the pillars of success in hotel organizations.
5. Difficulty obtaining data and information from the human resources department in the Babylon Hotel.
6. The behavior of service providers in the hotel is polite and courteous, but not everyone has the ability to properly deal with the customer, as sometimes problems arise as a result of the misunderstanding that occurs between the customer and the hotel service provider.
7. The lack of interest of senior management and direct officials in the hotel in taking the opinion of employees when determining their training needs.

Recommendations

1. The need to increase the interest of Babel Hotel management in all dimensions that help to identify the training needs of human resources, in a greater way than it is now in all departments of the hotel.
2. Emphasis must be placed on identifying the training needs of workers before embarking on the design of the training program because it is the basis on which the training activity is based, and it is the real factor to raise the efficiency of workers in performing their work and directing the available capabilities.
3. The need to increase the interest of Babel Hotel management in all dimensions that help to increase interest and improve the quality of hotel service provided in a greater way than it is now in all departments of the hotel.
4. The need to pay attention to the human resources department and the training unit in the hotel, and to provide all the material and moral requirements for the success of the training programs, especially the stage of determining the training needs of the workers, as this is reflected in the quality of the hotel service provided in the hotel.
5. Working on paying attention to modern technology and developing it continuously, in order to provide the necessary flexibility that enables the hotel to face the great competition, by providing renewable services that meet the desires and needs of customers.
6. Coordination between the hotel management and the Tourism Authority in conducting training courses for human resources and focusing on identifying training needs, in order to reach successful training programs, in order to achieve high quality hotel service.
7. Developing and developing the behavior of service providers in the hotel, in terms of good treatment and manners in dealing with customers, and this process is done

by identifying the training needs of how to deal with the customer and emphasizing them in the training programs.

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