

The role of training in preparing specialized tourism human resources and its impact on the level of services provided

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Abstract

This study aimed to determine the role of training in preparing specialized tourism human cadres and its impact on the level of services provided in Jordan, this study adopted the cross-sectional quantitative research approach. The study sample consisted of workers working in the five-star hotel sector in A total of 350 questionnaires and 307 valid answers were distributed ,the study concluded that five-star hotels in Jordan are concerned with training human resources, and the results also showed that there is an important role for human resources training in improving and developing tourism service in five-star hotels in Jordan and increasing the efficiency of employees in performing the tasks and duties required of them in order to achieve a competitive advantage for hotels. The study also recommended five-star hotels in Jordan to develop training programs periodically and continuously and apply them to human resources at all functional levels to keep pace with the rapid developments in hotel work methods and link them with material and moral motivational factors to provide an opportunity for human resources to keep pace with speed and outperform competitors in performance.

Keywords: Training, Service Quality, Human Resources, Tourism Training

Introduction

Along with being a globally competitive and rapidly growing sector, the hotel and tourism industry also contributes significantly to the world economy by generating the necessary foreign exchange reserves and job opportunities. Hotels need a skilled workforce in order to continue competing successfully in the industry's dynamic and highly competitive environment. Lack of training and development is one of the most frequent workplace challenges. The most crucial and significant elements in the success of the hotel and tourism industries are training and development. All businesses should carefully plan and implement their training and development processes because they are crucial to their success. A hotel must invest in training and development if it wants to expand and succeed. Training and development are two of the HR department's most crucial responsibilities. This role is becoming more crucial due to the hospitality sector's relatively high employee turnover rate. Dedicated instruction must be given in accordance with the hotel's specifications. (Agarwal and Naidu,2021).

Gardi (2021) claimed that the term "hospitality" refers to a specific kind of relationship between a guest and a host. Greater investment in the hospitality sector has resulted in the construction of newer, more contemporary hotels, which raises the level of guest service quality (Ismael et al., 2021) Jordan's hospitality industry is currently growing quickly with each passing year.

Hotel success is determined by customer satisfaction and the perceived value of the services they provide. Customers rely on hotels to evaluate the quality of service they provide, so organizations, including hotels, have implemented human resource development strategies,

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including the training mechanism in the work of the hospitality environment, where training programs are used to train employees to upgrade and update their knowledge and skills and increase their efficiency (Waqanimaravu and Arasanmi,2020).

Training programs are regarded as one of the most important indicators of organizational growth and excellence. Training and guest business support to improve effectiveness and efficiency in the employee's mission to improve customer relations (Joao *et al.*,2019), This explains the financial budget that wise organizations set for the training process. For the training process to be successful, there must be a clear and accurate understanding of the training programs, the parties involved in the training process, such as the trainer, the trainee, and the official, as this has an impact on the proper preparation and implementation of training programs, as well as the use of modern methods in the training process. that take into account the requirements of human resources in hotels, enhance their knowledge and skills, and adopt a thorough quality system, particularly in training, which can transform work in hotels into a thorough quality system that raises the standard of hotel services offered and is regarded as one of the success factors for organizations provide (Avcikurtet,2011).

The hotel industry is distinguished by its ongoing competitiveness and globalization. Because of the market and the constant need for staff development, the survival of hotels in highly competitive markets necessitates long-term competitive advantages over other hotels in the market. As a result, many hotels try to retain their customers and attract the customers of their competitors by providing high-quality services and satisfying their customers. As a result, hotel training programs are a practical technology. To remain competitive, however, service quality must be intangible and not uniform when judged by different customers (Abdelhamied,2019), Furthermore, service quality has both positive and negative effects on both external and internal customers, i.e., employees of the organization as well as people outside the organization who receive their services. Employees feel job satisfaction when they provide good service to the organization's customers, according to my research (Minh *et al.*,2015).

One of the most important and fundamental factors that contribute to the quality of employee service is training. We must overlook training in order to improve service quality. Employees can learn new things all the time thanks to training programs. This opportunity allows employees to directly improve their knowledge, capabilities, skills, and professionalism in order to better meet the needs of customers and respond to their requirements. Lead Training also seeks to foster a staff commitment to service quality and a positive service climate (Mathe and Slevitch,2013).

Background to the problem

Training plays an important role in the world of tourism and the hospitality industry; Training is a necessary activity for human resource development as it enhances relevant skills job and also facilitates the acquisition of the new skills required for it to avoid obsolete skills in the organization Training and development are correlated to a hotel's growth and success. Without training, an employee won't be able to assist a client in the proper manner, the client won't be content with the hotel's service, and finally, the employee will grow dissatisfied with the management of the business and his or her quality of service will decline (Agarwal and Naidu,2021).

The key success factor in the service industry is quality of service, and research has shown that the level of service provided by employees directly affects a customer's decision to return to a hotel (Barrington and Olsen, 1987; Abdelhamid, 2019). The discrepancy between what customers expect and what they actually receive may cause them to feel unsatisfied, and without proper training for hotel staff, meeting the high expectations of customers can be difficult. The purpose of the current study is to examine the role of training provided in five-star hotels and how it affects service quality.

Significance of Study

The significance of this study arises from how crucial the hotel industry is as a place for training, certifying, and preparing staff at all levels. This does not mean to restrict the mission of hotels sector in training students of tourism and hoteling colleges... Instead, training must go on throughout all phases of employment; this is known as continuous hoteling education. Hotel service quality is improved through training processes. The system of quality training must be implemented as a result.

Staff training is an essential and indispensable part of human resource management in the travel and hospitality sectors. Given the current business climate and the effects of technology's exponential growth on the economy and in today's society, education is more crucial than ever, particularly in the hospitality and tourism sectors. The successful hotels always include staff training as a key component of their development strategies. Consequently, the training system and the importance of training and development in the hotel and tourism industries are both examined in this research study. Due of how quickly technologies advance and how cutthroat the corporate world is, even if we are a competent employee today, we might not be if we don't continue studying. A corporation needs coordinated worker training to compete with rival businesses. In this study, the hotel industry's relationship between service quality and employee training is examined. Even if there aren't much research on the subject, the ones that do exist are incredibly weak when it comes to the impact of training on service quality.

Research objectives and question

The objectives of this study are to fill a research gap in this area, advance our understanding of the connection between employee training and service quality, and investigate this connection in the context of the hotel industry.

- To examine the training system in hotel & tourism industry in five stars hotels in Jordan.
- To examine the impact of training tourism human resources on the level of services provided in in five stars hotels in Jordan-Jordan.

The main question:

- Does human resource training have a role in improving the quality of service provided in five-star hotels in Jordan?

Literature review

Because performance standards have changed and organizations now focus on providing quality that satisfies the needs and desires of the customer rather than just providing the service or product, training has grown to be a significant issue for all organizations across all industries (Ibrahim,2020).

One of the basics of modern tourism management is training, whether it be for new hires to obtain the skills essential to grasp the tourist work environment or for existing employees to impart the most recent knowledge in their profession and make them aware of any new technology accessible (Venkatesh ,2017).

Training is a process that effectively affects the productivity of the human element because it enhances people's performance, raises the level of their skills and abilities, which increases their efficiency, and instills confidence in them, all of which have a positive impact on the quality of their work and the productivity of institutions (Elnaga and Imran ,2013).

Training is a set of activities that develops people's knowledge and abilities in order to

improve performance and produce good outcomes for management and employees in the development of the tourist sector. One technique of educating hotel employees is through tourism training, which entails a number of subsequent steps and processes that are taken into account based on a plan in order to provide workers with new experiences (Hazra *et al.*, 2017).

One of the most popular methods for developing human resources involved in providing services to tourists, both at the level of leadership and staff, is tourism and hotel training, which consists of a set of theoretical and practical teaching guidelines to give staff members the chance to improve their abilities and experience as well as give them knowledge about the tourism work system. (Malonza and Walaba, 2015).

Importance of staff training

Due to the current changes in the workplace, it is now more important than ever for businesses to invest in their human resources in order to compete and be prepared for potential future challenges. Additionally, as a result of technological advancements, every company's workforce requires training—or, to be more precise, more skills and improvements—in order to address potential issues and obstacles. In an effort to keep up with the expanding customer base, global competition also necessitates changes to how organizations operate and the provision of quality management and customer service training. In addition, in order to move forward in a very competitive atmosphere, the training role should promote a culture of continuous learning. In addition, companies provide training in order to guide employees on how to achieve purpose. In addition, they want to improve the performance of their employees, by becoming more productivity, preparing them for upcoming changes in technologies or technology in their work (Ahammad, 2013).

Benefits from training can be personal, professional, or both. The skills and knowledge acquired through training and necessary for effective job performance are personal benefits. While professional benefits might include training outcomes that will be helpful for future career prospects and personal development, job benefits include achieving exchanges within and between team members. The organizational training provided has benefits and is welcomed with the highest levels of dedication (Waqanamaravu and Arasanmi, 2020)

Most scholars agree that there are some urgent needs for training and developing hotel staff, such as the impact of globalization and the tourism industry. The tourism sector faces many problems around the world, and it is urgently necessary to facilitate and encourage all employees working in the hospitality sector beyond any traditional exercises; The need for quality leadership, the strategic importance of training and development, requirements for innovative and most skilled technologies in the hospitality sector, the need for high quality service in the hospitality sector, economic requirements of the tourism sector, focus on developing the skills of employees working in the field of tourism. The need for human resource development programs (Malik and Balyan, 2018)

The purpose of training is to familiarize employees with all aspects of their jobs, including how to perform them and what part they play in the overall operation. This helps them understand their jobs better. Employees are more comfortable with their work after the training session, so clients and employees will receive better services. closer to the aims I have for myself in the hospitality sector. Employees receive professional knowledge and skills during training, assisting them in becoming productive team members. Employees benefit from this in terms of their personal growth and confidence. (Ali *et al.*, 2021)

Service Quality Concept

The key to the success and growth of service organizations is the delivery of high-

quality services, and this raises the significance of those services because today's society places a greater value on those services than it did in the past. The primary function of service quality is to distinguish the organization, and it has evolved into a distinctive investment to manage competition and raise occupancy levels in hotel organizations (Wang, 2020). The quality of the hotel service is a crucial component in an organization's capacity to utilize resources effectively and maintain a competitive position in the market. While the quality of service is an intangible, it is still a crucial tool for evaluating hotel services in the tourism sector because it is viewed as a benchmark or a way to gauge how well the services are performing. A powerful tool for making money is the caliber of hotel services (Neupane, 2017).

Various scholars have given different definitions of service quality; Danish (2018) defined it as the comparative function that links customer expectations to the service rendered. Service quality is defined by Fida et al. (2020) as the fundamental abilities of an organization or sector to satisfy necessary consumer expectations. Service quality was also described by Elvira and Shpetim (2016) as a sort of evaluation that serves as a long-term review.

Previous studies

In this part, the researcher presents the previous related to the role of training in preparing specialized tourism human resources and its impact on the level of services provided

Zumra (2014) conducted a study to highlight the significance of training transfer as a mediator in the relationship between training and service quality. Information for this study was collected from three sources: participants in a basic financial management training program employed by Malaysian public sector institutions, their supervisors, and their peers. The results of data analysis showed that training and training transfer (transfer of results) through surveys have a significant positive relationship. Training to the workplace as well as training transfer in the context of Malaysian public sector enterprise. The results show that employees who have learnt and acquired new knowledge, skills, and attitudes from the training they attended will implement those knowledge, skills, and attitudes in their employment following the training, which greatly increases the level of service they provide to customers.

Minh et al (2015) carried out a study in Vietnam with the intention of empirically examining the connection between customer satisfaction and service quality in Vietnamese hotels. A questionnaire based on the service quality model was created, and it contained 23 elements of service quality that covered 5 dimensions of service quality. In 2013, information was provided by 432 visitors to 33 three-star hotels in Vietnam. The study's conclusions indicate that dependability, responsiveness, assertiveness, and empathy all matter. In order to achieve high levels of customer satisfaction, which will lead to customer loyalty and business profit, managers will prioritize empathy, dependability, responsiveness, and assurance. This is because higher levels of customer satisfaction are a significant driver of higher levels of hotel service quality.

Madar (2017) performed the study to identify the factors that influence hotel selection in terms of products and services offered, to determine the role of product quality and hotel service in decision-making, to identify customer satisfaction and why tourists choose to stay in this hotel, and to determine customer dissatisfaction. to evaluate customer satisfaction and identify the source of their dissatisfaction A quantitative market research was conducted at the end of 2013. The primary data collection method relied on questionnaires distributed to 120 guests of a four-star hotel (Kronwall) in Brasov province. In terms of quality, research conducted among Kronwall hotel guests enabled the development of a strategic plan to improve service quality. Improvements to service quality in terms of quality, research conducted among Kronwall hotel guests enabled the development of a strategic plan to improve service quality.

Measures to improve service quality resulted in increased net profit and turnover, as well as a reduction in the number of employees. Furthermore, because changes in the content of tourist demand are permanent and rapid in most cases, a continuous organization of marketing research among clients is required in the tourism market.

In order to comprehend the connection between staff training and service quality in the hospitality business, Waqanimaravu and Arasanmi (2020) carried out a study. The study examined the impact of perceived training accessibility, perceived training benefits, and perceived support for training on service quality in the hotel industry in New Zealand using survey data. The study of 120 usable questionnaires included questions about service quality. A five-point Likert scale was used, and the most important results are as follows: where the result indicates that managers support and plan training programs that can specifically address some of the challenges in providing high quality services in the hospitality industry, and as the result indicates that organization. Support training interventions that improve individual skills and service to improve the quality of customer service.

Anwar et al (2021) used a questionnaire as the quantitative approach to investigate the relationship between service quality and customer happiness at hotels in Erbil, in Iraq's Kurdistan region. With the exception of reliability, which has a negative association with customer happiness, this study indicated that four aspects of service quality (empathy, response confirmation, and tangibility) have a positive link with customer satisfaction.

Abdelhamid (2019) collected data from each employee and customer in various hotels from a sample of three-star hotels in the areas of Greater Cairo and Sharm Sheikh in order to measure the effect of training activities conducted in hotels on the service quality, customer satisfaction level, and customer behavioral intent. About 93 triple stars were approached in 2018 to participate in a field study at the hotel, where 300 employees in the food and beverage and rooms departments were given questionnaires. In the hotels that were sampled, another questionnaire was distributed to hotel customers, and the results showed that that training activities have a positive impact on service quality, and generate a higher level of customer satisfaction, which enhances the behavioral intent of the clients as the experimental results showed the direct effects of the training activities on service quality, Overall customer satisfaction with hotel services and products has a positive influence on future customers' decisions to visit the same hotels, as the results showed a positive relationship between work-based training activities and behavioral intentions of customers. This is logical given that customers were satisfied with the quality of service and the quality of the products offered in the hotels, so they will re-visit the same hotels in the future.

Research Method

The current study adopted a cross-sectional quantitative research approach. The study sample was consisted of the employees are working in the five-star hotel sector in Jordan. The research procedures were conducted, and the participants were contacted by using different communication methods including self-administered and link was sent through their social media accounts like WhatsApp. The study further got an approval from all participants using a consent form which is provided before conducting this study and distribute the questionnaire. The items of measurements were adapted after reviewing and screening the previous literature to create an instrument for data collection (Almarsumi,2022). The questionnaire survey includes different sections including a demographic section about gender, age, educational level, and experience. The second section includes items about the variables of the study regarding the human resources training in five-star

hotels, and the role of training in improving the quality of tourism service in five-star hotels.

The study validated the research measurements by displaying it to some experts and professionals in the research area to review the statements and receive their feedback to ensure the appropriateness of these items. The study instrument of questionnaire was edited in both Arabic and English to ensure large participation in this work and get variety of perceptions from the sample. The study through the statistical analysis process used the descriptive analysis that mainly used both of frequency and percentage of study factors. All analyses were conducted through the SPSS program. After ensuring study instrument validity and obtain the permission from the sample. A total of 350 questionnaires were distributed and 307 valid responses were received back with a response rate of 87%. The responses with missing data or non-serious fulfilling the statements were excluded from the analysis.

Results

The research results are provided by carry out the descriptive statistics using SPSS program. The demographics of the sample are given in Table 1 which presented their demographics characteristics. The results found that the majority of the study sample was male about 79.2% of the overall sample, meanwhile the female samples were 20.8%. It could conclude from this result the prevalence of male employees working in the five-star hotel sector in Jordan may due to the nature working in this sector which require additional physical tasks with are more suitable for men. The results about the sample aging groups showed the most age group were ranged 30-40 years old followed by those above 40 years old. This result may refer the younger staff working in five-star hotel sector in Jordan. On other hand, the study results regarding the education level showed the majority of the participants were bachelor degree holders about 50.2%, since the five-star hotel sector in Jordan concerns with hiring higher education levels individuals with good knowledge like foreign languages to communication easy with the hotels guests. The results about the sample experience showed that the most of participants were experienced with more than 10 year-experience followed by those with less than 5 year-experience in this industry.

Table 1. Demographic Profiles

Demographics	Frequency	Percentage%
Gender		
Male	243	79.2
Female	64	20.8
Age		
Less than 30 years	69	22.5
30-40 years	144	46.9
Above 40	94	30.6
Education level		
High education	132	43.0
B.Sc	154	50.2
Diploma	21	6.8
Experience		
Less than 5 years	103	33.6
5-10 years	75	24.4
Above 10 years	129	42.0

The study further aims to examine the role of training in preparing human resources and its impact on the level of services provided by the five-star hotel sector in Jordan. The study examined the descriptive statistics of the main variables using the mean and standard deviation SD to conduct this analysis. Table 2 presents the role of training in preparing human resources, and Table 3 presents the training impact on the level of services provided. The results about normality distribution of the data showed a normal distributed dataset with ranged of

$\pm 1.00 - \pm 2.00$ of the normality distribution measure of skewness and kurtosis respectively. The result about the role of training in preparing human resources found about 51.8% of the sample agreed about hotels concerns with conducting training courses for their staff with a mean of 3.95 and standard deviation 0.819 which indicate high perceptions among the hotels management with the importance of training.

The perceptions about the role of these training courses to develop hotels employees' capabilities also showed a high agreement (agree) 45.6% of the sample with a mean of 4.07 and standard deviation 0.895. Meanwhile, when the participants asked about the dependence on the internal and external training, the findings revealed a high agreement 44.3% and 52.1% of the sample with a mean of 4.04, 4.05 and standard deviation 0.864, 873 accordingly. In terms of the dependence of the hotels on groups and individual training, the results found also a high agreement 49.0% and 44.3% of the sample with a mean of 3.80, 3.99 and standard deviation 0.965, 876 respectively. Also, the study concerns with addressing the training courses need and times and how they fit the employee's jobs, the results showed good agreement about this consideration with a percentage of 49.2% and 53.4% of the sample agreed with these statements with a mean of 3.99, 3.98 and standard deviation 0.897, 838 accordingly.

In addition, the perceptions about the content of these training courses and how they are fit with the goals of the training goals, the results found good agreement (agree) 49% of the sample with a mean of 3.89 and standard deviation 0.945, and the employees can apply for these training and being participated among them with a percentage of 52.4% that agreed with this statement with a mean of 3.97 and standard deviation 0.867. Asking about the care of the hotels about training costs, the results also found high agreement 44.3% of the sample with a mean of 4.07 and standard deviation 0.905 accordingly. Around 48.5% of the sample believed the hotels provided specialists in the training sessions and provide the required means and tools to achieve these aims with a mean of 3.97 and standard deviation 0.845 respectively. Also, the results about the motivation given by the hotels management to the employee to join different training courses to develop their skills and effectively performed their job tasks showed good agreement with a percentage of 48% of the sample who agreed with a mean of 3.96 and standard deviation 0.901 respectively.

Table 2. *Human Resources Training*

No.	Statement	Mean	SD
1	The hotel conducts training courses for new employees.	3.95	0.819
2	The hotel conducts periodic training courses to develop the capabilities of its employees.	4.07	0.895
3	The hotel relies on employee training on internal training.	4.04	0.864
4	The hotel depends on the training of the human resource on external training.	4.05	0.873
5	The hotel relies on training staff on group training.	3.80	0.965
6	The hotel relies on employee training on individual training.	3.99	0.876
7	The programs offered by the hotel are suitable for training needs.	3.99	0.897
8	The hotel management determines the times of the training courses in accordance with the nature of the job.	3.98	0.838
9	The content of the training program is commensurate with the duration of the training.	3.89	0.945
10	The employee can apply to the hotel management to participate in one of the training programs.	3.97	0.867
11	The hotel management is keen to carry out training courses despite the high costs.	4.07	0.905
12	The hotel provides specialists with training programs, supplies, and means.	3.97	0.845
13	The hotel management encourages employees to join training programs.	3.96	0.901
14	The hotel management is looking for various ways to develop its service.	4.01	0.859
15	There are formal training programs to teach new employees the skills they need to perform their jobs.	3.98	0.923

The study further aims to examine the impact of training on level of quality of the services

provided in the five-star hotel sector in Jordan. The study examined the descriptive statistics of the statement by using the mean and standard deviation SD to conduct this analysis. Table 3 presents the results of this issue. The results found about 54.4% of the sample believed about benefits of the training courses which can enhance the serviced provided in the five-star hotels with a mean of 3.92 and standard deviation 0.820 which means high perception towards the role of training of human resources on services quality. The beliefs about the role of training courses to enable the hotels employees to perform their key tasks and duties, the findings found a high agreement (agree) 51% of the sample with a mean of 3.81 and standard deviation 0.923 which represent the significance of the training in the workplace.

On other hand, the samples were asked about to which extent the training and developing employees' skills can contribute to services enhancement, the results showed also a high agreement 40.7% of the sample with a mean of 4.02, 4.05 and standard deviation 0.859 accordingly. In terms of the role of training to increase the ability of the staff to discuss with others, the results found also a high agreement 49.0% of the sample with a mean of 3.98 and standard deviation 0.909. The role of training to contribute innovative environment in the hotels, the study results showed good agreement about this consideration with a percentage of 50.8% of the sample agreed with this statement with a mean of 4.00 and standard deviation 0.856 accordingly. In addition, the perceptions about the need for specialized training courses to develop the employees' skills and how this can reflect on the services provided by the five-star hotels, the results found good agreement (agree) 47.6% and 44.3% of the sample with a mean of 4.02, 3.83 and standard deviation 0.865,0.936 accordingly.

Further, the results showed a belief among the employees regarding the effect of the training on the services provided in the five-star hotels in Jordan which they improved after the training with a percentage of 41.4% that agreed with this statement with a mean of 3.83 and standard deviation 0.963 and the training improve the level of hotel services. The sample also stated the human resources departments in their hotels design training programs in line with the services improvement of with high agreement about 49.2% of the sample with a mean of 3.99 and standard deviation 0.897. Asking about the role of the training to provide new skills for employees to solve problems and emerging issues at workplace, the results found high agreement about 44.6% of the sample with a mean of 3.98 and standard deviation 0.923 respectively. Around 52.4% of the sample believed the role of training in motivating the employees to become more committed towards their organizations' goals with a mean of 3.97 and standard deviation 0.867

Table 3. Training Impact on Services Provided

No.	Statement	Mean	SD
16	The results of the training are directly reflected in the quality of the service provided.	3.92	0.820
17	Training helps employees perform their duties.	3.81	0.923
18	Gaining and developing skills through training contributes to Provide services well.	4.02	0.859
19	The training course helped to accomplish the required service in the right time.	3.86	0.967
20	Training helped increase employees' ability to discuss with others.	3.98	0.909
21	Reliance of the hotel on human resource training contribute to the innovation of new methods of providing services.	4.00	0.856
22	New skills are acquired after the employee undergoes specialized training courses.	4.02	0.865
23	There is an improvement in the quality of services provided in the hotel after training Course.	3.83	0.936
24	The training programs that were carried out in the hotel had an effective role in improving the hotel service.	3.75	0.959
25	The Human Resources Department sets clear objectives for the training program, such as improving services.	3.95	0.917
26	The training helped improve the level of hotel services by providing service providers with new skills and methods to improve hotel service.	3.86	0.967
27	The hotel's human resources department designs training programs in line with the development and improvement of services.	3.99	0.897
28	The training courses provided by the hotel to the employees help in Solve and remedy job related problems.	3.98	0.923
29	Training has helped employee in improving their overall required skills for work.	4.05	0.873
30	In our hotel, Training motivates employees to be more committed towards organizational goals.	3.97	0.867

The study also looked at the variables' validity, which is significant and frequently utilized in social sciences. This test, also known as internal consistency, is primarily used to determine whether the variables' measuring items are accurate at measuring the target parameters (Souza, Alexandre, & Guirardello, 2017). The most popular metric for doing reliability analysis for the validity of the measuring items is Cronbach Alpha (Vaske, Beaman, & Sponarski, 2017). Although several hypotheses have been addressed regarding this issue and have suggested various cut-off acceptable values, most statisticians agree to accept at least 0.6 value to constitute a reliable measure, as stated by Sekaran and Bougie (2016). The higher of coefficient value the higher degree of measurements reliability. The values were 0.915 for HR training construct and 0.930 for Services quality level construct which mostly found great threshold and meet the cut-off of 0.70 and above.

Discussion

The results showed the extent to which the five-star hotels in Jordan are interested in training human resources and providing periodic training courses in line with the training needs of hotels. The result about the role of training in preparing human resources found about 51.8% of the sample. It agreed on the interests of hotels to conduct training courses for their employees and the role of these training courses in developing the capabilities of hotel employees

There are beliefs about the role of training courses to enable hotel employees to perform their main tasks and duties, as well as the role of training in motivating employees to become more committed to the goals of their organizations. The results showed the employees' belief in the effect of training on the services provided in the five-star hotels in Jordan, which improved after the training.

The results of the study showed that human resources training generally affects the quality of service in five-star hotels operating in Jordan, at an indicative level ($\alpha < 05.0$). This is due to the great interest of hotels to raise the quality of services provided in hotels to achieve competitive advantage and then sustainability in hospitality, and this explains that when training is available to employees, they will make more effort to provide good quality of service and thus promote a positive perception among workers towards the organization and this result is consistent with the study (Joao *et al.*, 2019) and (Al-Refaei *et al.*, 2021) (Abdelhamid, 2019)

Five-star hotels in Jordan are concerned with human resources training, where the administration sets a viable training program, and the five stars hotels of Jordan aim to improve and develop hotel services. The results also showed that there is a significant role for human resources training in improving and developing the tourism service in five-star hotels in Jordan which is consistent with the study of (Al-quraishi and Gabraw, 2021)

The result show that the relationship between the employee training and service quality was significant an employee views the advantages of training as favors that must be returned through behavioral consistency on the job. This finding suggests that staff members are driven to learn the material of a skills training that advances their abilities, know-how, and expertise as they advance in their careers. When the value of the training is evaluated by the staff, they are more likely to be motivated to learn and perform better on the job by utilizing the trained skills if their career and personal needs are met.

Conclusion

Human resource training is one of the most important strategies of tourism enterprises,

as it is a dynamic process aimed at to improve the level of performance, skills, knowledge and behavior of human resources and prepare them to contribute to the improvement and development of hotel tourism services through training the best scientific and practical experiences, skills and competencies qualified for tourism work. Through this study, we tried to prove that human resource training contributes significantly to improving and the development of hotel tourism services through the development of job performance in these institutions, because the quality of hotel services is reflected in the knowledge, skills and behavior of the human resource, given that the human resource is the front line that comes into contact with the tourist (the customer) directly in the hotel on the grounds that they are the providers of tourism service.

Recommendations

1. The use of specialized institutes in the process of human resource training to gain experience and competence.
2. Developing periodic and continuous training programs and applying them to human resources at all functional levels to keep pace with the rapid developments in hotel work methods.
3. Rely on the best trainers in the field of hotel training.
4. Conducting more studies and research to raise the level of improving hotel services.
5. Linking the training process to material and moral motivational factors leads to the interest of trainees and trainers in five-star hotels in Jordan
6. Adopting clear criteria in selecting human resources to participate in training programs in five-star hotels in Jordan
7. Expanding the use of training methods other than those used to provide an opportunity for human resources to keep pace with speed and outperform competitors.

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