

# **The impact of the outcomes of tourism education diploma certificate in the development of human resources in the Tourism Authority**

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## **ABSTRACT**

Tourism is an important driver of the global economy that affects societies all over world Which is currently undergoing a radical change , responding change requires existing economic models and educational systems It is based on an integrated framework for tourism education(TE) to help develop the skills and capabilities of tourism managers(TM) In the future and adopt alternative leadership models within the sector , to promote critical , responsible thinking , practice in field of tourism.

The research aims to clarify relationship between outputs of (TE) (diploma) , extent of its impact on development of human resources in Tourism Authority(TA). Started a main problem represented by a question centered on nature of influencing relationship between variables ,The study was done by analyzing data on the tourism outputs(TO) of educational institutions at diploma level As (independent variable) , inputs of (TA) from human resources (tourism specializations(TS) in (TA) as (dependent variable) and its role in its development. On the basis of it, main hypotheses were developed for Achieving the goal of above-mentioned research SO , testing the validity of hypotheses, the researchers adopted A time series that depends on availability of data in relevant institutions , departments, as well as use of (personal interviews) for employees concerned in this field. A set of measures , statistical methods were used, represented by (frequency tables, percentage, percentage change, graphs, Pearson simple correlation coefficient, Z-test, F-test, simple and multiple linear regression analysis, coefficient of determination R<sup>2</sup>) using the SPSS v24 statistical program.

**Keywords:-** Tourism Education Diploma, Human Resource Development, Tourism Authority.

## **INTRODUCTION**

Human resources are one of most important factors for success of organizations, their development , training leads to an increase in Productive experience thus achieve the goals of enterprises as required, and contribute to raising level of workforce and improve their conditions. There is a tendency to take advantage of educational outcomes in a positive way In general, (TE) in particular, because of importance in supplying labor market with

manpower and reducing the unemployment rate.

The research included two chapters:

**Firstly**, dealt with the theoretical aspect of (TE) , (human resource development(HRD) and adopted two paragraphs.

**Secondly**, dealing with practical side , statistical analysis of data related to variables The research adopted three paragraphs, which dealt with (TE) and conducted a descriptive analysis of them And (HRD) through its inputs in (TA) and conducting a descriptive analysis of it, Then hypotheses of research variables were tested Then, concluded with a number of conclusions and recommendations.

## **2.Research Methodology:**

**2-1:Research Problem:** problem can be determined by following question:

Can outputs of (TE) (diploma) affect the (RHD) in the (TA)?

**2-2: The importance of research:** Represented in ,lies in knowing reality of the outputs of (TE) (diploma level). From his various educational institutions for number of years, he relied on availability of his data and his capabilities in (HRD) in the (TA).

**2-3:Research Objectives:** The objectives of research are summarized as follows:

- Knowing the reality of (TO) education diploma in Iraq.
- Knowing the reality of human resources from the tourism specializations in the (TA).
- Knowing relationship between outputs of (TE) institutions and the (HRD) in (TA).

### **2-4: Research Hypotheses:**

The first main hypothesis: (There is a significant statistically significant correlation between outputs of (TE) diploma certificate and (HED) in the (TA):

**H1:** There is a significant statistically significant effect of variable of tourism education outcomes(TEO) (Diploma in **(HED)** in the (TA)

**2-5: Research Tools:** The researchers used descriptive analytical method for data related to outputs , inputs of (TE) in (TA).

**2-6: community and sample:** tools and methods used

- **Research community and sample:** The research community included data for graduates of (TE) institutions (institutes and colleges) , human resources working in (TA) for years specified in research.
- **Tools data collection and analysis:** Data , statistics on (TE) outputs have been approved by relevant educational institutions And human resources in the (TA) are among the tourism specialties Then, using statistical program (Statistical Package for Social Sciences) SPSS v24 to carry out most of statistical analyzes in all its forms These include

descriptive and quantitative statistics, hypothesis testing, variance analysis, correlation and regression to help researchers make the right decisions.

### **3-Literature Review :**

This topic includes the theoretical concepts of the research variables through the following paragraphs:

**3-1: Concept (TE):** It is a type of vocational education, which is defined as education aimed at enabling learner to qualify himself in a particular profession or specialty. It is either through specialized educational institutions or through experience, practice outside educational institutions, or both. (Mazloun, 2012)

(TE) has been defined as a specialization of all kinds (professional, technical and higher). (TE) provides the individual with information , knowledge related to , tourism industry And hotel , building the front base for the formation of tourism and hotel skills through formation of specialists, technicians and skilled people , qualifying them to work in tourist facilities and facilities. (An inch, 1997.)

### **3-2: Importance of (TE) and training:**

The issue of tourism ,hotel education , training is extremely important to give the labor market a trained and qualified workforce (1638: 2013, Bashar and Hamam) In order to, provide workers with performance skills, there are countries such as France and Spain that compel tourist and hotel establishments to conduct training courses for their workers. In Spain, the government takes 1% of the profits of all tourist and hotel establishments to be used to finance training programs. These programs are under supervision and control of Ministry of Tourism. After verifying the implementation of training programs, the government returns the 1% collected to each institution that has previously paid it (<http://www.meutourism.com>).

Countries have an urgent need to plan workforce in the tourism , hotel sector to meet the growing tourism demand with the need to move away from traditional methods of tourism education and training, The shortage of human resources at the required level, number and quality, It can only be covered by educational institutions capable of preparing the manpower needed by the tourism development process in all its aspects and for its various activities and events. The educated, trained and prepared person performs his work , completes his basic role in providing services in , hotel industry. Thus, the inputs have enthusiasm and a sincere desire to work in tourism , hotels with scientific , practical curricula and good training... The outputs from human resources will be very good, which can be supplied to the labor market.

(Hayel Falah Al-Sarhan) indicated that tourism , hotel education , training is the starting point for mature work in the tourism and hotel industry. Therefore, universities , tourism institutes are trying to update their programs in order to attract numbers of students. Here the role of (TE) in preparing and creating trained human resources is highlighted. qualified and able to compete in the regional and global tourism markets (Hayil,

<http://www.alamelgawda.com>) And the matter goes beyond that to the interest of both tourism institutions, governments and those interested in the tourism industry with students studying tourism majors (Bashar and Hamam, 2013.)

**3-3: (TE) aims** to graduate a well-trained technical class in field of tourism , hotel management To provide a service to tourism activity and to play its role in achieving the objectives of (HRD), which are directly related to the objectives of general technical education, which is the preparation of trained professional category in fields of industry. The philosophy of technical secondary education in general , (TE) in particular is based on many principles governing (HRD), including (Radwan, 2019).

- Preserving human and social capital: transforming tourism education schools into supportive sources for the development of the collective energies of local communities.
- Providing the student with theoretical concepts and practical skills in a way that confirms consistency between theory and practice.
- Granting the student the practical skills necessary for each specialization and according to the correct and sound principles.
- Preparing the student to use the equipment used in the field of hotel work.
- To give the student the correct habits and occupational safety related to the practice of the tourism and hotel professions.
- Develop the student's capabilities to research, think and take appropriate decisions in the tourism and hotel fields.

#### **3-4: The emergence of tourism and hotel education in Iraq:**

The role of General Tourism Corporation during seventies was distinguished in emergence of issue of (TE) and training as an urgent need without which it is impossible to reach the level of services provided in the tourism , hotel field to match the projects that are planned in , tourism sector. (TE) began in Iraq in 1970/1971, when the Department of Tourism and Hotel Management was created in College of Administration and Economics, Al-Mustansiriya University. The research period is two years after preparatory stage, and the graduate is awarded a diploma in tourism and hotel management. Until the 1980/1981 academic year, a diploma was granted only. After that, a bachelor's degree was started. (Shubr and Abdul-Jabbar, 2018.)

In 1974, the Hotel School (the Baghdad and Hotel Institute at present) was opened, the duration of research in it is three years after the intermediate stage. In recent years, many institutes have opened that grant diplomas in the field of tourism, which we will discuss in detail in the practical aspect.

#### **3-5-1: Concept (HED):**

When we talk about (HED), this means that we will address the historical context of (HED), the concept, definition , characteristics of human resources, importance of planning for (HRD) So, There have been many definitions by writers and researchers, due to the multiplicity of their cultural, civilizational , intellectual backgrounds, the following

definitions can be included:

It means trend for development and development is to move from one state to another to raise level of society, the complete and integrated society in order to achieve well-being , increase the efficiency and effectiveness of its various activities.

It also means, the intended, directed , planned change towards achieving the goals. (Safiya, 2018.), It is also process of enabling the organization to build, maintain , develop its strategic advantages through realistic planning and appropriate training of human resources. (Kalalkeh, 2013.)

The (HRD) (one of most important components of the development process), (HRD ) is a major and indivisible part and an important element of the entire community development system. (Al-Ugaili, 2016)

**3-5-2: Characteristics of (HRD):** It is characterized by qualities and characteristics that we mention as follows: (Omar Wasfi, 2005.), (Ahmed, 2009.) and (Siraj Wahiba, 2012.)

- **Strategic process:** The process of (HRD ) at present time can be considered a strategic process, as it consists of a planned set of continuous training , development programs that aim to develop and improve performance of all human resources in organization, and teach them everything new on an ongoing basis with the aim of helping them achieve career gains Then, a good career future, and at the same time, this strategy seeks to create an infrastructure of human skills that the organization needs in present and the future in order to raise production efficiency and organizational effectiveness on an ongoing basis to achieve customer satisfaction, as well as adapt and adapt to changes in environment.
- **A continuous learning process:** It depends on learning, thus aims to build knowledge, skills, behaviors and attitudes of human resources, with the aim of improving developing their current and future performance and adapting to environmental changes. Its current business on other hand is making its performance in continuous and permanent improvement.

### **3-5-2: HRD Objectives:**

The aims to identify , develop the skills , experiences required for human resource in future and to develop appropriate strategies to achieve this, and to raise awareness of importance of training and development to improve its performance and increase its productivity. (Jim Grieves, 2003.)

The objectives of (HRD) can be summarized as follows:- (Jamil, 2016)

- a. To develop the acquired knowledge and skills; This is done by supporting the basic education system, in addition to training young people professionally, helping them to acquire some of necessary work skills.
- b. Living in a healthy environment; This is achieved by providing basic health services that people need, health care facilities, preventive and medical services, specialized care for each stage of a person's life.

- c. To provide a good , decent standard of living for human being.
- d. Personal growth , advancement, which is represented by improving the individual's self-confidence, his sense of self-efficacy, and improving his self-image.
- e. Improving social level, which guarantees individuals better job opportunities, higher wages, and a sense of their importance in society.
- f. Raising the morale of individuals, if their skills improve and their level increases and knowledge increases, the confidence of individuals in themselves will rise, their psychological stability will increase, and their morale will rise.
- g. Achieving affiliation , loyalty to the members of organization and maintaining their desire to work in it (Al-Salam, 2002.)
- h. Developing the capabilities of employees through training them to be able to face administrative technological changes.
- i. Raising the standard of human life , improving the level of satisfaction of basic needs.
- j. Freeing people from exploitation and humiliation by providing , best opportunities to develop their capabilities and by providing opportunities to exercise the freedoms to participate in decision-making. (Mirghani, 2018.)

#### **4-Analyzing Data and method:**

This topic deals with the statistical analysis of the research, as hypothesis of research was put forward in form of a question, in order to verify its validity, the tools methods used to collect , analyze data on reality of data of outputs of (TE) the inputs of the (TA) from human resources from tourism disciplines, then statistical analysis of hypotheses search, as described in the following paragraphs:

#### **4-1: (TA) Outcomes (Diploma Certificate):**

- **Diploma in College of Administration and Economics / Al-Mustansiriya University:**

Table (1) shows number of graduates from the Department of Tourism who obtained a diploma when it was a department within the College of Administration and Economics from 1970/1971 to 1985/1986.

The highest percentage of graduates was in academic year 1981/1982, which amounted to (10.18%), followed by the percentage of the academic year 1980/1981, which amounted to (9.25%), and the lowest percentage was in the academic year 1971/1972, which amounted to (1.23%). The reason for different percentages of graduates may be due to admission plan or annual success rates.

**Table (1) Number of graduates Department of Tourism Diploma / Al-Mustansiriya University**

%	number of graduates	school year
2.15	49	1970/1971
%1.23	28	1971/1972
2.50	57	1972/1973

2.19	50	1973/1974
5.61	128	1974/1975
4.61	128	1975/1976
8.82	201	1976/1977
6.40	146	1977/1978
8.39	191	1978/1979
8.64	197	1979/1980
%9.25	211	1980/1981
%10.18	232	1981/1982
8.64	197	1982/1983
6.40	146	1983/1984
5.61	128	1984/1985
8.38	191	1985/1986
%100	2280	the total

- **Technical Management Institute / Al-Zafaraniya:**

The institute includes (seven) departments (office, materials, marketing, computers, tourism, legal, accounting), table (2) shows number of graduates from Department of Tourism, which numbered (2330) out of total number of graduates of Institute (24,768) who obtained a diploma For the academic years shown in table as follows:

**Table (2) Number of graduates in Department of Tourism Diploma / Institute of Technical Management in Zafaraniyah**

%	total	number of graduates		school year
		evening	morning	
0.73	17	-	17	1988 -1989
1.59	37	-	37	1989-1990
0.99	23	-	23	1990-1991
1.03	24	-	24	1991 -1992
1.50	35	-	35	1992-1993
0.94	22	-	22	1993-1994
1.76	41	-	41	1994-1995
1.50	35	-	35	1995 -1996
1.50	35	-	35	1996-1997
3.73	87	-	87	1997-1998
1.20	28	-	28	1998 -1999
2.45	57	-	57	1999 -2000
2.36	55	-	55	2000-2001
3.99	93	-	93	2001 -2002
6.65	155	-	155	2002-2003
3.30	77	-	77	2003-2004
3.18	74	-	74	2004-2005
2.36	55	-	55	2005-2006

0.69	16	-	16	2006-2007
9.64	15	-	15	2007-2008
0.99	23	-	23	2008-2009
1.97	46	-	46	2009-2010
3.82	89	-	89	2010-2011
5.19	121	-	121	2011-2012
4.42	103	-	103	2012-2013
4.03	94	-	94	2013-2014
4.85	113	-	113	2014-2015
3.69	86	-	86	2015-2016
4.21	98	-	98	2016-2017
6.82	159	-	159	2017-2018
7.64	178	-	178	2018-2019
5.84	136	18	118	2019-2020
4.42	103	1	102	2020-2021
100%	2330 (%9.41)	19	2311	the total
24768	<b>Total graduates of all departments of the institute</b>			

The percentage of tourism department graduates out of total graduates for all departments of institute was (9.41%), which is a small percentage, and table (2) above shows that highest percentage of tourism department graduates at Technical Management Institute in Zafaraniya was in the academic year 2018-2019, reaching (7.64%) , followed by academic year 2017-2018, when their percentage amounted to (6.82%), and lowest percentage was in 2007-2008 academic year, which amounted to (0.64%), this may be due to security events that country went through during this period.

- **Technical Administration Institute / Nineveh:**

The Technical Institute / Nineveh is one of the scientific institutions affiliated to the Northern Technical University. It was established in 1993-1994. It includes five departments: (Department of Computer Systems Technologies, Department of Accounting Techniques, Department of Financial and Banking Techniques, Department of Legal Management Techniques , Department of Tourism and Hotel Management Techniques). The Institute accepts graduates of preparatory research in the scientific, literary , commercial branch, the duration of , research is (two calendar years) includes practical training in factories and various state departments. 2020-2021 .

Table (3) shows that highest percentage of graduates of Department of Tourism and Hotel Management at Technical Institute / Nineveh was in academic year 2017-2018, reaching (13.75%), followed by the academic year 2020-2021, when it reached (12.77%), and the lowest percentage was In academic year 2004-2005, it reached (1.38%), this may be due to the security events that country went through during this period.

The number of graduates from the Department of Tourism and Hotel Management, which reached (509) out of total graduates of the Institute for academic years shown, is illustrated



by following table:

**Table (3) Number of graduates in Department of Tourism and Hotel Management Diploma / Technical Institute in Nineveh.**

<b>%</b>	<b>the total</b>	<b>school year</b>
<b>2.36</b>	<b>12</b>	<b>2001-2000</b>
<b>3.93</b>	<b>20</b>	<b>2002 -2001</b>
<b>6.29</b>	<b>32</b>	<b>2003 -2002</b>
<b>6.88</b>	<b>35</b>	<b>2004 -2003</b>
<b>1.38</b>	<b>7</b>	<b>2005 -2004</b>
<b>1.96</b>	<b>10</b>	<b>2006 -2005</b>
<b>4.52</b>	<b>23</b>	<b>2007 -2006</b>
<b>2.36</b>	<b>12</b>	<b>2008 -2007</b>
<b>1.57</b>	<b>8</b>	<b>2009 -2008</b>
<b>2.16</b>	<b>11</b>	<b>2010 -2009</b>
<b>3.54</b>	<b>18</b>	<b>2011 -2010</b>
<b>9.63</b>	<b>49</b>	<b>2012 -2011</b>
<b>3.93</b>	<b>20</b>	<b>2013 -2012</b>
<b>9.43</b>	<b>48</b>	<b>2014 -2013</b>
<b>0.00</b>	<b>-</b>	<b>*2015 -2014</b>
<b>0.00</b>	<b>-</b>	<b>*2016 -2015</b>
<b>0.00</b>	<b>-</b>	<b>*2017 -2016</b>
<b>13.75</b>	<b>70</b>	<b>2018 -2017</b>
<b>4.52</b>	<b>23</b>	<b>2019 -2018</b>
<b>9.04</b>	<b>46</b>	<b>2020 -2019</b>
<b>12.77</b>	<b>65</b>	<b>2021 -2020</b>
<b>%100</b>	<b>509</b>	<b>the total</b>

There are no graduates due to events of Mosul in these years

- **Inputs (Human Resources) in (TA):**

Since its establishment, the Tourism Authority has gone through several structural stages before reaching its current structure and becoming first official body responsible for tourism sector in Iraq.

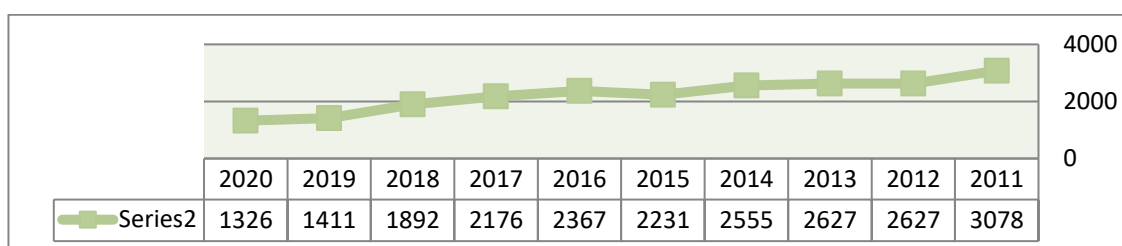
Table (4) shows number of employees in (TA) by years and gender. It showed that the highest percentage of employees in Tourism Authority was (13.81%) in 2011, while the lowest percentage was (5.95%) in 2020, and by looking at time series we notice a decrease in number of employees.

**Table (4) Number of employees in (TA) by gender**

<b>%</b>	<b>total</b>	<b>female</b>	<b>male</b>	<b>the years</b>
<b>13.81%</b>	<b>3078</b>	<b>762</b>	<b>2316</b>	<b>2011</b>
<b>11.79%</b>	<b>2627</b>	<b>No details</b>		<b>2012</b>

<b>11.79%</b>	<b>2627</b>	<b>No details</b>		<b>2013</b>
<b>11.46%</b>	<b>2555</b>	<b>No details</b>		<b>2014</b>
<b>10.01%</b>	<b>2231</b>	<b>No details</b>		<b>2015</b>
<b>10.62%</b>	<b>2367</b>	<b>547</b>	<b>1820</b>	<b>2016</b>
<b>9.76%</b>	<b>2176</b>	<b>517</b>	<b>1659</b>	<b>2017</b>
<b>8.49%</b>	<b>1892</b>	<b>466</b>	<b>1426</b>	<b>2018</b>
<b>6.33%</b>	<b>1411</b>	<b>315</b>	<b>1096</b>	<b>2019</b>
<b>5.95%</b>	<b>1326</b>	<b>299</b>	<b>1027</b>	<b>2020</b>
<b>100%</b>	<b>22290</b>	<b>2906</b>	<b>9344</b>	<b>the total</b>

**Source:** Prepared by researchers based on the records of the Tourism Authority, 2022



**Fig. (4) Number of employees in the Tourism Authority by years**

Table (5) shows numbers of employees in (TA) by certificate, as it was found that highest percentage was for (bachelor's) certificate for employees in (TA), which amounted to (30%), followed by preparatory certificate, which amounted to (18%), and lowest percentage was (1%) is for holders of higher degrees.

**Table (5) Number of employees in (TA) according to certificate**

%	the total	without primary	Primary	medium	middle school	diploma	BA	high diploma	Master's	PhD	the years
13.81	3078	478	444	336	566	497	732	3	22	-	2011
	%100	%16	%14	%11	%18	%16	%24	%1			%
11.79	2627	446	328	50	565	425	788	2	23	-	2012
	%100	%17	%12	%2	%22	%16	%30	%1			%
11.79	2627	446	328	50	565	425	788	2	23	-	2013
	%100	%17	%12	%2	%22	%16	%30	%1			%
11.46	2555	430	330	44	573	427	732	1	18	-	2014
	%100	%17	%13	%2	%22	%17	%29	%1			%
10.01	2231	393	281	42	487	355	651	3	18	1	2015
	%100	%18	%13	%2	%22	%16	%29	%1			%
10.62	2367	308	367	246	430	335	657	5	15	4	2016
	%100	%13	%16	%10	%18	%14	%28	%1			%
9.76	2167	266	335	217	399	303	630	7	14	5	2017
	%100	%13	%15	%10	%18	%14	%29	%1			%
8.49	1892	240	255	180	335	270	584	7	15	6	2018
	%100	%13	%13	%10	%18	%14	%31	%1			%
6.33	1411	213	196	141	265	186	393	3	8	6	2019
	%100	%15	%14	%10	%19	%13	%28	%1			%
5.95	1326	184	200	122	236	171	394	4	10	5	2020
	%100	%14	%15	%9	%18	%13	%30	%1			%
100%	22290	3404	3064	1428	4421	3394	6349	37	166	27	the total

Source: Prepared by researchers based on records of (TA), 2022

Table (6) shows number of those appointed to (TA) in tourism specialization by certificate and years

Table (6) Distribution of employees appointed to (TA) by year, gender and specialization

total	%	Other specialties	%	total	Tourism major								years	
					N O.	bakaluryus		NO	diploma		N O.	Tourism Institute		
						mal e	fem ale		mal e	fem ale		mal e		Fe mal e
4	75	3	25	1	-	-	-	1	-	1	-	-	-	1970
4	50	2	50	2	-	-	-	2	2	-	-	-	-	1971
4	100	4	0	-	-	-	-	-	-	-	-	-	-	1972
12	83	10	17	2	-	-	-	2	-	2	-	-	-	1973
10	60	6	40	4	1	1	-	3	2	1	-	-	-	1974
22	55	12	45	10	2	1	1	8	5	3	-	-	-	1975
19	74	14	26	5	-	-	-	5	3	2	-	-	-	1976
36	78	28	22	8	2	2	-	3	3	-	3	3	-	1977
78	87	68	13	10	3	1	2	7	3	4	-	-	-	1978
116	85	99	15	17	2	1	1	15	3	12	-	-	-	1979
103	83	86	17	17	3	2	1	11	7	4	3	3	-	1980

68	66	45	34	23	2	-	2	15	5	10	6	5	1	1981
99	70	69	30	30	2	2	-	11	6	5	17	16	1	1982
44	70	31	30	13	1	1	-	6	1	5	6	6	-	1983
55	73	40	27	15	6	5	1	7	5	2	2	2	-	1984
46	74	34	26	12	2	1	1	-	-	-	10	10	-	1985
55	76	42	24	13	2	2	-	4	4	-	7	4	3	1986
78	87	68	13	10	3	1	2	2	2	-	5	1	4	1987
26	92	24	8	2	1	1	-	-	-	-	1	1	-	1988
31	71	22	29	9	2	2	-	6	6	-	1	1	-	1989
27	89	24	11	3	2	1	1	-	-	-	1	1	-	1990
47	87	41	13	6	3	3	-	-	-	-	3	3	-	1991
77	84	65	16	12	6	6	-	4	4	-	2	1	1	1992
31	90	28	10	3	2	1	1	1	-	1	-	-	-	1993
19	79	15	21	4	4	3	1	-	-	-	-	-	-	1994
37	92	34	8	3	-	-	-	-	-	-	3	1	2	1995
20	95	19	5	1	1	1	-	-	-	-	-	-	-	1996
52	96	50	4	2	2	1	1	-	-	-	-	-	-	1997
65	89	55	11	7	4	4	-	2	1	1	1	-	1	1998
121	94	114	6	7	4	3	1	1	1	-	2	2	-	1999
72	93	67	7	5	3	2	1	2	2	-	-	-	-	2000
252	88	221	12	31	13	10	3	4	3	1	14	11	3	2001
84	90	76	10	8	3	3	-	1	1	-	4	2	2	2002
527	90	473	10	54	29	26	3	13	12	1	12	10	2	2003
25	92	23	8	2	2	1	1	-	-	-	-	-	-	2004
145	75	109	25	36	10	9	1	20	13	7	6	6	-	2005
166	85	141	15	25	8	8	-	5	5	-	12	10	2	2006
176	92	162	8	14	5	4	1	2	2	-	7	6	1	2007
153	91	139	9	14	10	9	1	3	3	-	1	1	-	2008
97	80	78	20	19	6	5	1	3	3	-	10	7	3	2009
10	60	6	40	4	3	2	1	-	-	-	1	1	-	2010
15	67	10	33	5	3	2	1	1	1	-	1	-	1	2011
11	91	10	9	1	-	-	-	1	1	-	-	-	-	2012
12	75	9	25	3	1	1	-	1	1	-	1	-	1	2013
17	82	14	18	3	-	-	-	-	-	-	3	2	1	2014
6	50	3	50	3	-	-	-	-	-	-	3	1	2	2015
3	33	1	67	2	1	1	-	-	-	-	1	-	1	2016
6	50	3	50	3	-	-	-	1	1	-	2	2	-	2017
4	100	4	0	-	-	-	-	-	-	-	-	-	-	2018
2	100	2	0	-	-	-	-	-	-	-	-	-	-	2019
1	100	1	0	-	-	-	-	-	-	-	-	-	-	2020
1	100	1	0	-	-	-	-	-	-	-	-	-	-	2021
3188	85				159			173			151			the

	%	2705	15 %	483				total
100 %					32.92%	35.82%	31.26%	%

The highest number of appointments to Tourism Authority in tourism specialization was (54) and (10%) of total appointed in 2003, while the highest percentage compared to total number of appointees was (50%) in 2015, while lowest percentage was (0%). In several years, including the last four years.

As for tourism majors, according to (certificate) of those appointed during these years, diploma was percentage (35.82%), followed by bachelor's degree (32.92%), then certificate of intermediate tourism institutes, which amounted to (31.26%).

#### 4-2:(Statistical tests of research hypotheses)

The significance of relationship between variable (TEO) at diploma level as independent variable and dependent variable (HRD) in Tourism Authority was tested by means of a simple correlation coefficient (Pearson correlation) to find out strength of the correlation between the two variables. The appearance of a mark (\*\*) or (\*) in the results of statistical program SPSS v24 indicates the significance of the test, as presence of \*\* with the scale indicates acceptance of hypothesis with a confidence of 99%, and the appearance of \* indicates acceptance of the hypothesis with a confidence of 95%.

While two researchers moved to use (F - TEST) test to prove the significance of effect of (tourist education outcomes) in variable (HRD), as the effect hypothesis will be accepted if calculated value of F is greater than its tabular counterpart at the level of significance (0.05), i.e. acceptance The hypothesis with a confidence percentage of (95%), or the value of Sig.) was less than 0.05, to establish that there is a significant statistically significant effect of independent variable on the dependent variable (adopted), confirming the extent to which outputs of (TE) are reflected in (HRD) in (TA). To show the percentage of this effect, researchers relied on value of coefficient of determination R2%.

Resear chers' commen t	the value probabili ty	Z - test	nature Relati onship	Labs link simple	Variables				
		Z value calcula ted			code	subordinat e	code	independ ent	
									منطقة الخطأ

#### H1: There is Revelation between independent variable (TEO) diploma) and represented by (HRD) in (TA):

Table (7) shows value of simple correlation coefficient (Pearson correlation) between the two variables (0.416\*\*), indicating the existence of a direct correlation between outcomes of (TE) diploma certificate and human resource development. The calculated Z value was recorded (2.942), which is significant at the level of 0.01 because it is greater than the tabular Z of (2.58). It is confirmed by value of ( Sig. = 0.002), which is less than 0.05, which means acceptance of first main hypothesis which states (there is a significant statistically significant correlation between the outcomes of (TE) diploma certificate , (HRD) in (TA),

So, Table (7) shows the relationship between the outputs of tourism education diploma and human resource development in the Tourism Authority

Researc hers' commen t	the value probabili ty	Z – test	nature Relati onship	Labs link simple	Variables				hypothes es first principal
		Z value calcula ted			code	subordinat e	code	independ ent	
Hamoudi wants Elaine to ride, accepting the hypothesis with 99% confidence	0.002	2.942	ortho dox	0.416**	Y	Human Resource Developm ent (Tourism Authority input)	X	Tourism Education Outcomes Diploma Certificat e	
The tabular Z value at the 99% confidence level is (1.96)									
The tabular Z value at the 99% confidence level is (2.58)									

**H2: There is effect between the independent variable (TEO), diploma) and dependent variable (HRD) in (TA):**

Table (8) shows acceptance of second main hypothesis, which states that (there is a significant effect of statistical significance for the variable of (TEO), diploma certificate in (HRD), as calculated F value was recorded between outputs of (TE) diploma certificate and HRD (10.274), which is significant when The level of 0.05 because it is greater than the tabular F of (4.01), which establishes acceptance of second main hypothesis with a confidence of 95%, and the value of the coefficient of determination was R<sup>2</sup> at (0.173%), which represents a percentage that expresses what is explained by the outputs of tourism education diploma in resource development Human resources, which indicates the presence of other factors that affect the development of human resources at a high rate (0.827 %).

**Table (8) results of impact hypothesis test for (TEO)in (HRD)**

Researc hers' analysis	probabi lity value Sig.	F – test		Labs Selecti on R <sup>2</sup> %	Parameters of the fom		Variables			
		value F calcula ted	value F calculat ed		B	α	code	subordinate	code	independent
The hypothesis is accepted with confidence % 99	0.002	4.01	10.274	0.173 %	0.089	7.680	Y	Human resource development in the Tourism Authority	X	Education Outcomes tourist certificate Diploma

## 5-Conclusions and recommendations

### 5-1: Conclusion

Each scientific research comes out with some results in light of the analyzed data in line with scientific directions of research project , in the light of which a set of conclusions is drawn up within first paragraph, second paragraph included its recommendations.

- The nature of relationship between outputs of (TE) (diploma) and (HRD) in the (TA) was positive and moral, and this indicates that (TA) follows some human resources management practices to enhance its development by attracting a specific type of (TEO)
- There is a significant effect of the (TEO) (diploma) in (HRD) in the (TA).
- The instability of the (TA) dependence on a certain fixed destination plays a role in imbalance of attracting these graduate tourist cadres.
- The absence of a unified database among the departments of the (TA) constituted a burden in collecting data related to the cadres working in the ministry.

### **5-2:Recommendations**

- The necessity for tourism colleges and institutes to harmonize their outputs with the needs and requirements of the labor market to meet its needs on the one hand and to ensure that graduates get a job opportunity according to their specializations.
- Confirmation of the inclusion of a plan for the appointment of graduates of tourism colleges and institutes in the departments of the Ministry to ensure the development of human resources in them, each according to the department that specializes in the various fields of tourism.
- Establishing a unified database for human resources working in the Tourism Authority with all its departments and specializations to facilitate the work and study of researchers in this field.
- The necessity of establishing the dependence of the Tourism Authority on a fixed destination and not changing it between a period and a period, and studying the possibility of establishing a ministry specialized in the field of tourism only to facilitate the recruitment of tourist cadres working in it.

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