

The Role of Information Technology in Enhancing the Core Capabilities of Human Resources: An Exploratory Study

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ABSTRACT

The research aims to shed light on analyzing and diagnosing the relationship of correlation and influence between the variable of information technology and the variable of the core capabilities of human resources. As the main research problem was represented in the following question (Is there a correlation and influence relationship between information technology and the core capabilities of the human resource) and for the purpose of explaining the relationship between the main research variables, two main hypotheses of correlation and influence were formulated. The questionnaire was adopted as a main tool for data collection and analysis, and the questionnaire was subjected to validity and reliability tests, as the sample included (82) people who worked in a number of private hotels in the holy city of Kadhimiya - Baghdad. To analyze the data, the statistical software Spss and Excel were used. Among the statistical methods used in the analysis were (the arithmetic mean, frequencies, coefficient of variation, standard deviation, Spearman's correlation coefficient, and simple linear regression) . The researcher reached a number of results, among which there is a high level of interest among private hotel administrations in the holy city of Kadhimiya, Baghdad, for information technology in its sub-dimensions. In addition to the existence of a significant correlation and direct effect between information technology and the fundamental capabilities of the human resource of the surveyed institutions.

Keywords: *information technology; core capabilities*

INTRODUCTION

The world has witnessed in recent years and is still an accelerating technological revolution and it is in continuous development affecting various aspects of life, as information technology (IT) and administrative systems are considered a resource of great importance no less than the importance of human and material resources, as interest in this technology and the extent to which it keeps pace with development has become Technology in all aspects of life is a competitive advantage for institutions and companies that rely on information technology to achieve their goals.

Today's world is a small village thanks to information technology. The process of communication and information transmission has become so fast that it has spread in the world widely, greatly affecting human life and bringing about a radical change. The world is now completely dependent on technology, knowing that this technology carries risks large enough to destroy society. Information technology is a fundamental and innovative revolution that greatly affected human life in the last century. In fact, far from being an effervescent phenomenon, or a passing trend, ICTs have just been tapped into all aspects of life. No field is immune from this policy, which facilitates tasks for both the company and the employees.

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THE FIRST TOPIC: RESEARCH METHODOLOGY

First: The Research Problem:

In light of the continuous progress and development in the use of technical applications and modern technology, most of the countries of the world today are racing to find and use strategies to develop the technical or technological level of information for their institutions and at all levels, which requires them to use computerized systems as part of technological information systems, as theoretical studies and theoretical research confirmed Field and the importance and role of information technology as an important element in human resource management, based on the above, the research problem Here it came as a justification for clarifying and demonstrating how to employ information technology and its role in developing the core capabilities of human resources. In light of the above question, the accompanying inquiries emerged:

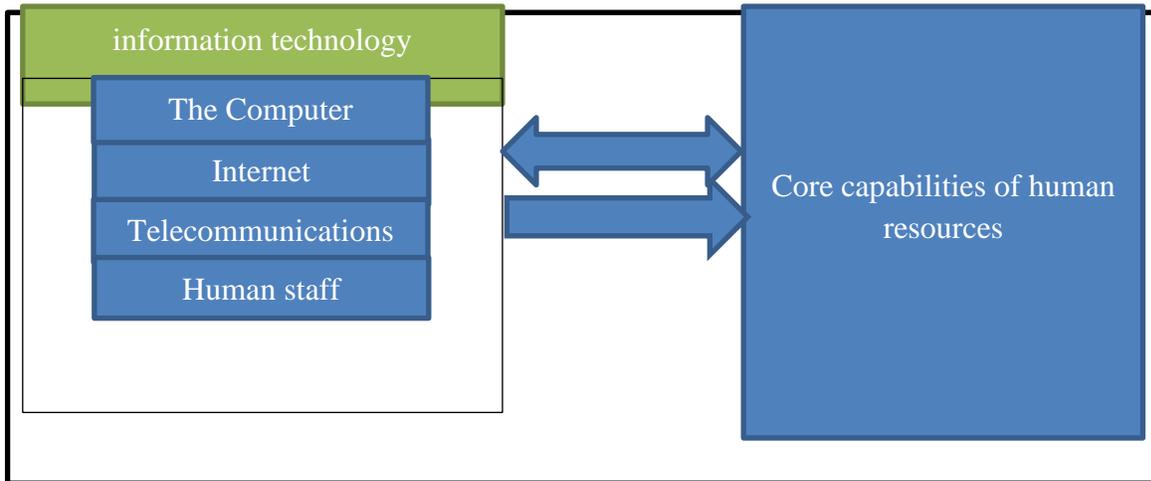
1. What is the job played by modern information technology in developing the researched hotels?
2. What are the core capabilities of human resources? What is its importance to the hotels surveyed? How can it be built and developed?
3. What is the nature of the correlation between the dimensions of information technology and the core capabilities of human resources in the researched hotels?
4. What is the nature of the impact of the dimensions of information technology and the fundamental capabilities of human resources in the researched hotels?

Second: the importance of research:

The importance of research and the establishment of a theoretical construction for both information technology and the core capabilities of human resources with its basic components is evident based on scientific sources from foreign periodicals, books and magazines from scientifically documented sources on scientifically refereed websites. And highlighting the role of modern information technology and radical change using effective digital technologies and its role in developing and facilitating the work procedures of business organizations of various specializations and sizes, in terms of facilitating work and disseminating information as well as working to encourage employees in companies to adopt The request of modern computer technology. in performing tasks through the use of technology Modern technology as a means to improve services on the one hand, and to quickly control and process information on the other hand.

Third: Research Objectives:

1. Highlighting the extent to which private hotels in Kadhimiya use information technology.
2. determining private hotels' interest in enhancing the fundamental human resource skills.
3. Diagnosing the correlation between the information technology variable and its role in developing the core capabilities of human resources.
4. Measuring the effect of using information technology on the core capabilities of human resources

Fourth: The hypothetical research scheme

Source / prepared by researchers

Fifth: Research Hypotheses:

1. The first major theory: There is nothing noteworthy effect of the information technology variable on the variable intrinsic capabilities of human resources for private hotels in the city of Kadhimiya.
2. The second main hypothesis: There is no significant correlation between the variable information technology and the variable intrinsic capabilities of human resources for private hotels in the city of Kadhimiya, and the following sub-hypotheses branch out from it:
 - A. There is no significant correlation between the computer dimension and the variable intrinsic capabilities of human resources for private hotels in the city of Kadhimiya.
 - B. There is no significant correlation between the internet dimension and the variable intrinsic capabilities of human resources for private hotels in the city of Kadhimiya.
 - C. There is no significant correlation between the dimension of communication and the variable core capabilities of human resources for private hotels in the city of Kadhimiya.
 - D. There is no significant correlation between the human cadre dimension and the variable intrinsic capabilities of human resources for private hotels in the city of Kadhimiya.

Sixth: Research Limits:

1. The spatial limits of the research: the search was limited to a sample of private hotels in the holy city of Kadhimiya - Baghdad, which amounted to (6) hotels, namely (Kadhimiya Palace, Al-Hassan Tourist Paradise, Al-Kadhimiya Tourist Tower, Sanctuary of Al-Kadhimiya, Shanasheel Al-Kadhimiya Tourist, Dar Al-Kadhimiya Palace)
2. The temporal limits of the research: The temporal limits of the study were limited to the period in which it was conducted, which was from 1/4/2022 to 1/3/2023
3. Human limits: The research sample included a random sample of managers and workers in hotels in the holy city of Kadhimiya.

Seventh: The research community and its sample:

The research community was identified with hotels in the holy city of Kadhimiya - Baghdad as a field for conducting the search, and a group of (6) hotels was chosen as a sample for the research. The statistician (75) questionnaire, with a response rate of 90%, as shown in Table No. (1) below:

N	hotels	Sample volume
1	Kadhimiya Palace	12
2	Al Hassan Tourist Paradise	10
3	Al-Kadhimiya Tourist Tower	16
4	Sanctuary of the Kazemis	9
5	Shanasheel Al-Kadhimiya Tourist	15
6	In Kadhimiya Palace	12
the total		75

Eighth: Measurement Sources:

The following sources were relied upon to measure the two variables: information technology and the core capabilities of human resources.

Table (2) Sources of measuring the resolution

variable	Source
information technology	Gbadegeshin,et.al,2019
Core capabilities of human resources	Kim, 2019

Ninth: the validity and stability of the scale

Validity of the content: the correspondence rate reached 84%, and this indicates the validity of the scale from the administrative and statistical point of view. As for the stability: the value of the Cronbach alpha coefficient for the whole questionnaire reached (87%), which is very acceptable and statistically significant at the same time.

CHAPTER ONE: THE THEORETICAL SIDE

The first topic: information technology

First: The concept of information technology: The use of information technology is one of the necessary things in the world of business because of the need to keep abreast of the developments that accompanied the external environment to keep pace with it and integrate with it, and to benefit from the positives provided by technological progress in all aspects and fields. Information technology Creating and managing the hardware, software, networks, databases, information management personnel, and other technologies that the company needs and employs to achieve its goals is not important. While it has been suggested that organizational excellence and creativity are largely a result of the technical skills of IT groups and senior management, some researchers have claimed that technical skills are not a valuable source of creativity and excellence because these skills cannot be distributed across organisations. (Qammach, 2019:50).

Information technology has grown exponentially over the past few decades, having a huge influence on how businesses function and forcing them to reconsider how they envision their goals. Incorporating information technology into overall business strategies is key to the advancements businesses make in this "information age," a trend that has persisted for the past 20 years. Early in the 1990s, this tendency was already noticeable. For instance, in General Electric (GE)'s 1995 annual report, the CEO cited information systems as the company's top strategic objective (Luftman, 2015). Google is

one firm that has clearly shown how information technology affects business. Google's dynamic search engine made use of the expanding internet and the necessity for the corporation to access information. (Sibanda & Ramrathan, 2017:191).

(Qammach, 2019:51) It was clarified that IT operations are a company's use of information technology to handle market and customer data. Additionally, it incorporates a variety of elements, including computer-based hardware, software, and support staff (Perez-Lopez & Junquera, 2013). Operations for information technology: The methodologies, procedures, and information technology-related technologies that may be required if they are to produce value are referred to by this idea. The extent to which a business uses IT to increase decision-making and efficiency may be characterized as IT operations (Mishra et al., 2013). The resources and technologies used in information technology infrastructure are those that help in information gathering, processing, storing, disseminating, and utilization. This concept states that the components of IT infrastructure include people who provide assistance as well as technology and software. (Qammach, 2019:51).

Second: Information technology definitions:

The twenty-first century is the information technology (IT) century, and information technology plays a critical role in worldwide management and business progress. That is, it helps global organizations reinvent their vision, which is a key component of any worldwide strategy. Information technology also plays a part in global personnel management in a culturally diverse workplace, as well as supply chain management. (Ahmed, 2011:1100). A term called Information Technology and abbreviated (IT), which is a new term in the Arabic language, intended to use modern technology from computer science and technical analysis in arranging the amount of data and information related to all aspects of life. The term "technology" consists of two syllables, the first "Techno" meaning application or scientific method and the second "Logy" meaning science. Accordingly, the meaning of technology indicates that it is related to applied science (the technical method) to achieve a scientific purpose. Opinions also differed on the localization of the term (Technology). Technology), and some express it with (technology, technology) and others with (technology) so that they differentiate between it and the term technology.

Another definition indicates that the term information technology is any type of technology involving the generation, storage, manipulation, and exchange of information, as well as related systems, administration, processes, and applications (Gbadegeshin, et.al, 2019:2). (Meihami, 2013:83) defines it as a set of tools and methods used to produce and present users and stakeholders. These tools include techniques related to computer programs and devices that are used for processing. (Laudon & Laudon, 2014:55) referred to information technology as the hardware components, software, and human power, in addition to the technological capabilities used in communications of all kinds, scientific theories, and technical methods that govern the use of modern technologies and advanced methods of programming, transfer, storage, and retrieval of data, and its processing automatically, and producing its results in the form of Complete information. It was also defined as tools and means used to collect, classify, analyze, store or distribute information, and is classified under a broader and more comprehensive heading, which is computer-based technologies due to their direct relationship to the operations activities of companies (Slack & et.al, 2010: 211).

He also pointed out (Qammach, 2019:50) is the company's capability to manage the efficiency of information technology in order to enhance the knowledge flow from within the company. To assist management, organization, and training, information technology efficiency was assessed using a three-dimensional construction and connected to several types (usage of information technology, training in information technology, understanding of information technology).

Third: The importance of information technology: embodied in:

1. Information Systems: An effective and relevant IT system is an essential enabler for information re-engineering. Without such a system, all factors affecting change cannot be monitored. Before embarking on a radical activity to re-engineer recycling processes, it is necessary to put in place information systems that can handle the scale of change (Nikoloski,2014:304).
2. Making and making decisions: Information and communication technology enables workers to make and take decisions without high psychological and intellectual burdens by providing their information needs with the characteristics necessary for everyone to reach their goals, with a unique ability to respond and make critical judgments in a timely way in order to successfully adapt to a changing environment (Patel,2017:896).

3. Speed and confidentiality: Increasing the speed, flow and exchange of information between administrative levels, developing new working methods and increasing the importance of information confidentiality and reliability (Qammach, 2019:51).
4. Simple word processing and complex operations such as production, scheduling, and logistics are examples. In this approach, information technology allows businesses to operate more effectively and economically. (Nikoloski, 2014:303)
5. Change and development: work methods change, the use of modern technology allows remote work as well as remote management After what is reflected in the elements of time and cost (Ahmed, 2011:1100).
6. Strategy, Competitiveness and Value: The strategic direction has become clear through the vital role of information technology in enhancing the competitiveness of contemporary organizations and increasing value. (Nikoloski, 2014: 304).
7. Quality: The presence of information technology helped provide a quality of service that matches the customer's expectations for the level of service quality and what he actually gets (Gbadegeshin, et.al, 2019: 2)).
8. Improving communication and increasing productivity in business: Information technology helps companies improve their communication processes. Email, Text Messages, Websites, and Apps (Abedin & FCMAN, 2018:17).

Fourth: Dimensions of information technology:

There are many opinions about the components or dimensions of information technology, as the dimensions of information and communication technology are the basis for the proper performance of this technology, as without it it cannot be more technologically effective and performs without the forces of ambition, so its classification and presentation have received more attention, and in this context (Kragewski & Ritzmanlarry, 2005:8) refers to the basic dimensions of information and communication technology with computers, information networks and updated databases, as well as software and human resources specialized in this field, while Gbadegeshin, et.al, 2019:2) indicates that information and communication technology consists of From a wide range of hardware, software, and communications infrastructure such as computers, mobile and wireless communications devices, satellite communication tools, video conferencing equipment, networking, the Internet, websites (Web 2.0), email, and social media platforms, the agreed ones can be identified as Gbadegeshin,et.al, 2019:2):

1. Hardware and equipment: It represents the parts and components of data input, output, data processing and information dissemination, such as computers, faxes, and telephones of all kinds.
2. Communications: Communications are several means used to bring long distances closer and exchange information and data between the sender and the recipient. The most important of these communications are the telephone, e-mail, fax, etc. (Al-Himiri and Press, 2006: 354).
3. Networks: It is the use of technical means to transfer information and exchange it quickly and accurately with the user to support the process of making and taking decisions.
4. Human resources: They are the forces responsible for applying information technology in a way that enables the technology to achieve its objectives.

Fifth: The impact of information technology on globalization and global business:

With developments in information technology, globalization truly evolved in the later half of the twentieth century. Information technology has been the driving force behind the worldwide integration of the many global marketplaces that comprise globalization. It is very hard to explain every significant technical advancement during the last 30 years, but there are a few that have had a significant influence on the advancement of globalization and its link to business. : (Patel, 2017:893-896).

- 1) The Personal Computer: With the introduction of Windows PCs, which popularized the use of personal computers, another significant barrier to globalization was removed: the restriction on the quantity of information an individual could receive, write, change, and share. The personal computer enabled people to create their own digital material and share it with people all over worldwide.
- 2) The World Wide Web: The advent of the World Wide Web in 1991 had perhaps the greatest influence on the advancement of globalization. We had the Internet before the World Wide Web, which connected the world, but with the World Wide Web, anyone can now publish their digital information for anybody in the world to see.

- 3) Work Flow Software Development - Work Flow Software Development was one of the first significant enterprise-oriented information technologies developed in the mid-1990s. Work flow software is essentially a software program that automates corporate operations while also allowing "work flows" such as papers, information, tasks, and so on to be sent from one person to another.
- 4) Digital, Mobile, Personal, and Virtual Movement: Recently, the world has been flooded with digital cameras, portable PDAs, and smartphones, as well as personal laptop computers, and this has had a significant influence on globalization's advancement. People may communicate immediately using technologies such as instant messaging, and they can be situated anywhere in the globe as long as they have a functional internet connection and a messaging service. There is also a relatively new technology called Voice over Internet Protocol, otherwise known as VoIP, that allows you to place phone calls over the Internet. An employee on a business trip can now connect their laptop to the Internet, open either the company network or a VoIP service such as Skype and call their company or customer and communicate (Patel, 2017:896).

Sixth: The impact of information technology on global business development by 2030

Sometimes organizations rely on computer science and information technology systems to perform their various tasks. There are some people who use information technology for the purpose of providing the necessary processing for transactions, while other people use these systems, such as the Internet and internal networks, to enable suppliers, customers, and distributors to interact with the organization's activities. Information technology (IT) in any organization consists of four main parts: the organization, information technology, information technology systems within the organization and data and information in the organization. (Abedin & FCMAN, 2018:15)) Modern corporate strategy with information technology (IT): incorporates IT in decision-making processes that are part of business processes involving information technology or communication technology. An corporate intranet, the installation of ERP systems, the use of email for external communications, electronic data interchange, video conferencing with vendors or suppliers, etc. are a few examples of IT adoption. Formulating an effective business strategy for a trading firm is not just an easy task.

THE SECOND TOPIC: THE CORE CAPABILITIES OF HUMAN RESOURCE MANAGEMENT

Organizations saw intrinsic capabilities as a significant source of competitive advantage, which they might gain through skills, knowledge, and experience tied to precious human resources that rivals would find difficult to mimic. Human resources' intrinsic capability was described as people' ability to apply knowledge and special skills to a specific task that can lead to beneficial results for many participants (Sfusd, 2010:1). Individuals with the knowledge, skill, and capacity to do occupations more successfully than others are also characterized (Dempsey et al, 2011:2). From here, the essential capabilities of human resources can be identified as some of the unique characteristics possessed by some individuals working in a specific organization, which can be leveraged to improve performance efficiency and then propel the organization to a state of excellence.. Jumaah, 2019:2903).

First: the concept of core capabilities

Effective, robust, and competent human resources are today's key competitive advantage for enterprises since they make the difference between civilizations in terms of knowledge and ignorance, not wealth and poverty. Because human capital is the most valuable and crucial resource of every company, it plays a critical role in the sustainable development of society, according to Pvars and Rowe (2008), it can be the performance of people in a situation. It is the result of the interdependence of efforts, capabilities, and comprehension. The "efforts" that result from enthusiasm refer to the amount of energy (mental or physical) that a person expends in carrying out his responsibilities. "Abilities" are personality attributes that are utilised in the performance of a profession. "Role understanding" refers to how employees feel they should direct their efforts in carrying out their duties. Rastgoo, 2016:341)) The translation of the term differed among researchers, as some of them translated it into core competencies. Intrinsic competencies, core competencies, and others expressed them as core capabilities, and some of them considered them as core abilities, and all of these expressions have the same meaning in the Arabic language, which is sufficiency and dispensing with others, and (krajewski & etal, 2010:31) defines them as unique resources and powers that the organization takes into account when formulating its strategy. All (Lin & etal, 2012:159). Basic capabilities can be discussed in terms of abilities and assets. In terms of capabilities, core capabilities mean the supporting capability such as threshold capability, Human resources are assets

that can enhance industrial competitiveness, as well as fundamental competencies required by employees to carry out the company's strategies and activities. Critical capabilities are talents and systems that have a major influence on organizations' and customers' competitive advantages. Future capabilities are those that businesses must have in order to preserve their edge over others in the years to come. Hamel and Hein (1994) classified basic abilities into three types: (Lin & et.al, 2012:156).

- Access to markets capabilities (sales and marketing, distribution and logistics, and technical support) refer to the management of brand creation, sales and marketing, distribution and logistics, and after-sales service, all of which allow businesses to satisfy the demands of their customers.

- Integrity-related capabilities (flexible production process and product availability) enable companies to do things faster as well as more consistently than their opponents.

- Job-related talents (skills that enable a corporation to invest in services or products with specific roles and advantages for consumers). This allows businesses to deliver their services or goods with unique features that allow the product to provide clients with different benefits., As opposed to just gradually improving its capabilities like an umbrella that covers everything that has an immediate impact. or indirect impact on performance performance. Abilities refer to how people perform their duties and how to act or deal with particular situations. In order to achieve the organizational goals, qualified and expert people should be employed in the organisations. In other words, HR capabilities contain the characteristics of a person that allow him to perform his role or positions well. Marely considers employee competencies as measurable capabilities of human beings that are essential to the effective functioning of performance. The criteria for human resource capabilities are as follows:

- Knowledge: The process of advancing knowledge and theory is obtained in a common way from training at colleges. Knowledge and information serve as the foundation for the development of skills and attitudes but have little influence on the creation of managerial capabilities themselves.

- Situation: It is human beings' mental imagination of their surroundings and the world. • Skill: the capacity to put knowledge into practice.

- Features: These are fixed characteristics of people that indicate how they can be modified.

Second: Types of core capabilities of human resources:

The types of intrinsic capabilities of human resources are classified as follows: (Jumaah, 2019:2903).

The intrinsic ability of leadership: Leadership is defined as actions in which a person influences the rest of the group to achieve their limited goals. Organizations may secure collaboration with others in accomplishing their goals by demonstrating leadership competency. Without competent leadership, no working group can complete its obligations and duties. Individual persuasion and inventiveness in ideas and decisions are what differentiates leadership competency from strength alone. Leading others, communicating, establishing a great corporate atmosphere, developing people, and achieving goals are some of the most significant aspects of organizational leadership skill. (Lahart, 2011:11).

Intangible Intrinsic Capacity: The mental ability of an individual to think, acquire, store, retrieve, process, and utilise information. It focuses on building and increasing staff competencies toward creative analytical thinking, which increases decision-making quality. One of its most significant processes is the availability and construction of the environment and culture required for recycling, as well as the application of the organization's expertise. (Bellawi & Hussein, 2007:15).

The core competency of self-management: It entails ethical unity, independence, balancing work and life demands, awareness growth, and self-consciousness as a natural person. As well as the capacity to constructively adjust to changes in the work environment, as well as the ability to set ethical principles, integrity, work-life balance, personal leadership, adaptability, and growth self-awareness (Sheikhli, 2009:83).

Intrinsic Decision Making Ability: Making choices is the act of picking the best choice from among numerous viable alternatives in order to achieve a goal, solve issues, or capitalize on opportunities. There are numerous criteria that influence decision-making, the most important of which are cost reduction, availability of time, increasing the volume of

production, and collective decisions made within interactive groups, with a focus on identifying and distinguishing issues, problems, and opportunities, comparing information from various sources, and employing effective methods for selecting and arranging works. (Yu, et.al, 2009: 4).

Third: human resources management skills identified in future studies

Katz (2009) suggested three management skills that workers desperately need: technical skills, human skills, and conceptual skills: Weerarathna & Pintoe, 2016:338.

- Technical skills: means the knowledge and techniques of the job necessary to carry out the work assignments correctly.
- Human skills: the capacity to work properly with others, both individually and in teams.
- Conceptual skills: meaning the ability to think about and picture abstract concepts and complex situations. Since many scholars have identified different skills and competencies for human resource management professionals, the skills and competencies that human resource management needs to accomplish their tasks and organizational activities have been developed in a resourceful and effective manner (Weerarathna & Pintoe, 2016: 338).

Fourth: the challenges facing human resource management

Due to the continuous changes in social, economic, technological and political conditions, human resource management personnel in the future have to face more problems in work management. Some of the important challenges that workers in business and industry may face are as follows: (Dhawan, 2013:90) & (Singh).

1. Human resource collaboration with line managers: The human resource management function is a joint responsibility of all managers within the organization, i.e. both human resources or employees and line managers must be involved.
2. HR Gallery of Work Organization Experience: As trained administrators, HR professionals will have to explore and design means of carrying out HR functions in better, faster, and cheaper ways to reduce costs. Besides cost reduction, efficiency and quality must be maintained in service delivery.
3. Human Resources as a forerunner in employee well-being: Human resource experts will be accountable for ensuring that workers demonstrate dedication and provide value to the company's operations no matter whether or not they achieve their social demands. Human Resources as an Agent of Innovation HR professionals must seek to initiate change aimed at building high-performance teams, shortening the innovation cycle time, or integrating cutting-edge technology.
4. Upgrading the skills of the HR specialist: To be able to deal with global challenges and be relevant in the current century, the quality of HR personnel must be improved. The organization needs people who know the business and understand human resource theory and practice.
5. Creating value for human resources in the organization: To meet the growing expectations of the organization, HR professionals must articulate their role in terms of value creation. They should measure their effectiveness in terms of business competitiveness and success rather than employee comfort or satisfaction.
6. Business Challenges and Globalization: Due to globalization, the organization is now facing business challenges that require the organization to build new capabilities. This innovation has created an opportunity for HR professionals to play a leadership role in helping the organization meet competitive challenges.
7. The effect of IT on the Workplace: Online, information technology has shrunk the world and made it speedier. Ideas and a vast amount of information are now freely and continuously traveling. The HR department's job is to make excellent use of what information technology has to offer and turn it into a viable, productive component of the company set and tool.
8. The privatization and liberalization challenge: privatization of government businesses, divestiture of public assets property in these companies in favor of shareholders, private owners, or several shareholders. The exercise will lead to a

lot of changes within the privatized organization and HR professionals must prepare to face the challenges presented by the exercise as it relates to human resource planning and management.

9. Human Resources and the Political Process: With the democratic changes taking place all over the world, the population who is a society must Work comprehensively assimilate democracy and carry out their duties as citizens towards the country.

10. Multi-skill process: Because of the rapid rate of change in the HR environment in this age of globalization, HR practitioners must be multi-skilled. They should focus more on fundamental strategic problems in human resource management and serve as a change facilitator or initiator as well as an internal counsel to the business.

CHAPTER THREE: THE PRACTICAL SIDE

First: Putting the first to the test main theory, which states: (There is no discernible impact. of the information technology variable on the intrinsic capabilities of human resources for private hotels in the city of Kadhimiya). Table (3) shows the values of the simple linear regression equation between the information technology variable in the intrinsic capabilities variable. My agencies:

As the value of (α) amounts to (1.813), which is the lowest value reached by the intrinsic abilities variable, while the value of (β) amounts to (0.539), which is a value that increases the value of the intrinsic abilities variable by increasing the information technology variable, and that the t (β) test was significant As (0.000) is less than the standard significance (0.05). The value of the determination coefficient was (0.550), meaning that the ratio (55%) is the amount of variation explained for the core capabilities through information technology, and the test (F) amounted to (41,631) significant (0.000) less than the standard significant (0.05), meaning that the effect of the variable Information technology in the intrinsic abilities variable Moral. From the above, it is clear that the first main hypothesis has not been accepted, which states: (There is no significant effect of the information technology variable on the intrinsic capabilities of the human resources of private hotels in the city of Kadhimiya), and therefore we accept the alternative: (There is a significant effect of the information technology variable on the capabilities variable. essential human resources for private hotels in the city of Kadhimiya).

Table (3) The impact of the information technology variable on the intrinsic abilities variable						
α	β	t(β)	Moral t	R2	F	Morale F
1.813	0.539	6.452	0.000	0.550	41.631	0.000

Source / prepared by researchers

Testing the second main hypothesis that states: (There is no significant correlation between the information technology variable and the intrinsic capabilities of human resources for private hotels in the city of Kadhimiya). Table (4) shows the values of the correlation coefficient between the information technology variable and the intrinsic capabilities variable, as follows:

It turns out that the value of the correlation coefficient between the information technology variable and the intrinsic abilities variable was (0.742**), and that the sample size was (36) individuals, and the significant correlation coefficient is (0.000), which is less than (0.05). From the above, it is clear that the second main hypothesis is not accepted, which states: (There is no significant correlation between the information technology variable and the fundamental capabilities variable of human resources for private hotels in the city of Kadhimiya), and therefore we accept the alternative: (There is a significant association between the information technology variable and the capabilities variable essential human resources for private hotels in the city of Kadhimiya)

Table (4) The values of the correlation coefficient between the information technology variable and the intrinsic abilities variable		
Moral	Sample volume	Statistics
0,000	36	0.742**

Source / prepared by researchers

A- Testing the first sub-hypothesis, which states: (There is no significant correlation between the computer dimension and the variable intrinsic capabilities of human resources for private hotels in the city of Kadhimiya). Table (5) shows the values of the correlation coefficient between the computer dimension and the intrinsic abilities variable. The value of the correlation coefficient between the computer dimension and the variable intrinsic estimations has reached (0.716**), and the sample size was (36) individuals, and the significance of the correlation coefficient is (0.000), which is less than (0.05). From the above, it is clear that the first sub-hypothesis is not accepted, which states: (There is no significant correlation between the computer dimension and the variable intrinsic capabilities of human resources for private hotels in the city of Kadhimiya), and therefore we accept the alternative: (There is a significant correlation between the computer dimension and the variable intrinsic resources Humanity for civil hotels in the city of Kadhimiya)

Table(5) The values of the correlation coefficient between the computer dimension and the intrinsic abilities variable		
Moral	Sample volume	Statistics
0,000	36	0.716**

Source / prepared by researchers

B- Testing the second sub-hypothesis, which states: (There is no significant correlation between the internet dimension and the variable intrinsic capabilities of human resources for private hotels in the city of Kadhimiya. Table (6) shows the values of the correlation coefficient between the internet dimension and the variable intrinsic abilities. The correlation coefficient between the internet dimension and the variable intrinsic abilities has reached (0.688**), the sample size was (36) individuals, and the significance of the correlation coefficient is (0.000), which is less than (0.05). From the above, it is clear that the second sub-hypothesis is not accepted: (There is no significant correlation between the Internet dimension and the variable core capabilities of managing human resources for tourism companies in Baghdad), and therefore we accept the alternative: (There is a significant correlation between the Internet dimension and the variable core capabilities of human resource management for tourism companies in Baghdad)

Table(6) The values of the correlation coefficient between the internet dimension and the intrinsic abilities variable		
Moral	Sample volume	Statistics
0,000	36	0.688**

Source / prepared by researchers

T- Testing the third sub-hypothesis that says: (There is no significant correlation between the communication dimension and the intrinsic capabilities variable of human resources for private hotels in the city of Kadhimiya). Table (7) shows the values of the correlation coefficient between the communication dimension and the intrinsic abilities variable, as follows: That the value of the correlation coefficient between the communication dimension and the variable intrinsic estimations was (0.780**), and that the sample size was (36) individuals, and the significance of the correlation coefficient is (0.000), which is less than (0.05). From the above, it is clear that the third sub-hypothesis is not accepted, which states: (There is no significant correlation between the communication dimension and the variable intrinsic capabilities of human resources for private hotels in the city of Kadhimiya), and therefore we accept the alternative: (There is a significant correlation between the communication dimension and the variable intrinsic capabilities of resources Humanity for civil hotels in the city of Kadhimiya)

Table (7) Correlation coefficient values between the communication dimension and the intrinsic estimators variable		
Moral	Sample volume	Statistics
0,000	36	0.780**

Source / prepared by researchers

d- Testing the fourth sub-hypothesis that states: (There is no significant correlation between the human cadre dimension and the intrinsic capabilities of human resources). Table (8) shows the values of the correlation coefficient between the human cadres dimension and the intrinsic abilities variable, as follows: The correlation between the human cadre dimension and the variable intrinsic abilities has reached (0.783**), and the sample size was (36) individuals, and the significance of the correlation coefficient is (0.000), which is less than (0.05). From the above, it is clear that the fourth

sub-hypothesis is not accepted, which states: (There is no significant correlation between the human cadre dimension and the fundamental capabilities variable of the human resources of private hotels in the city of Kadhimiya), and therefore we accept the alternative: (There is a significant correlation between the human cadre dimension and the capabilities variable essential human resources for private hotels in the city of Kadhimiya).

Table(8)The values of the correlation coefficient between the human cadre dimension and the intrinsic abilities variable		
Moral	Sample volume	Statistics
0,000	36	0.783**

Source / prepared by researchers

THE FOURTH CHAPTER: CONCLUSIONS AND RECOMMENDATIONS

Conclusions

1. The results of the statistical analysis showed that there is a significant correlation between the "information technology" variable with its sub-dimensions and the intrinsic abilities variable.
2. The results of the statistical analysis showed that there is a significant impact relationship between the variable of information technology with its sub-dimensions and the variable of core capabilities.
3. For information technology it is measured through the services and products provided and not only their quantity and the method of practical use.
4. The results of the research confirmed the companies that make information technology An integral part of strategic planning that creates a competitive advantage for its organization that is difficult for other companies to overcome aspects and domains.
5. The use of information technology is one of the necessary things in the way of business because of the need to keep abreast of the developments that accompanied the external environment to keep pace with it and integrate with it, and to benefit from the advantages provided by technological progress in all aspects and fields.
6. It was found that human resources in tourism companies have the ability to solve problems by identifying alternatives to problems in the workplace, but they lack the use of modern means to solve and address problems, and they use traditional means for that.
7. It became evident that the Human Resources Department possesses leadership capabilities, by suggesting positive opinions towards other employees, evaluating the results, encouraging the presentation of positive ideas, and investing the results of brainstorming.

Recommendations

1. The optimal use of information technology, which will contribute significantly to enabling decision makers from senior management to obtain information quickly and accurately.
2. Senior management should pay great attention to activating the role of information technology applications in all its administrative and technical formations, which in turn increases the level of performance of human resources in those tourism companies, which reflects positively on their modern outputs, which are in line with the rapid developments.
3. The need to provide centers or divisions for information technology training, as it is constantly evolving, and for the purpose of delivering it to the recipient in an easy and clear way that enables them to use it efficiently and effectively.
4. Organizational restructuring in tourism companies in line with their skills, capabilities, and their understanding of advanced technology, whether at the level of computers, means of communication, etc.

5. Work to provide hardware, software and equipment in numbers commensurate with human resources and provide adequate support and material and moral incentives for those working on them in a creative and developed manner.
6. Holding seminars and workshops related to information technology for the purpose of urging workers to use it and its importance at the present time because of its role in shortening time and effort and providing a service worthy of customers.
7. Delegating workers in tourism companies to developed countries to open up to the outside world to know the level of development taking place in this technology, which helps this matter in strengthening the core capabilities and creating organizational loyalty for workers.

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