

# The importance of training human resources in the tourism sector in Algeria

Rial Zouina  
Univ M'hamed Bouguerra  
Boumerdes Algeria  
zouinarial@hotmail.com

Submitted:16/12/2022

Accepted:24/05/2023

Published:30/06/2023

## Abstract:

Tourism activity is characterized by the intensive use of human resources. Therefore, the state that seeks to develop its tourism services must pay primary attention to training workers in this sector and raising their level and professional competence.

We will also discuss through this topic the presentation of the training card of the Ministry of Tourism and its evaluation in terms of covering the training needs of the tourism sector in Algeria. Where we conclude that the training policy followed does not allow providing the sector's training needs, and thus a lack in the quality of tourism services.

**Keywords :** training, tourism training, tourism services.

## **1- Introduction:**

The advancement of tourism sector and the provision of high-quality services to tourists require the development of skills and capabilities of human resources, each in his field of specialization, such as workers in the transport and accommodation sector, as well as workers in tourism and travel agencies, tour guides and workers in gifts and souvenirs shops, adding to workers in night-clubs, parks, restaurants and craftsmen working in the sector of traditional industries. In addition to professionals ranging from senior management to the least position in the career ladder, especially those who are in direct contact with the tourist, as they give an image about the level of services provided, and therefore judging them whether being good or bad.

In this regard, Algeria has laid down a strategic and a practical plan for its implementation, represented by the «Tourism Training Card». It aims to improve the skills and performance of human resources, as well as defining the national offer for tourism training and the method of its distribution across tourism poles. Furthermore, it seeks to determine what the sector needs from this training, in line with what the State has planned through its strategic plan for tourism development SDAT 2030, through which it defines the projects that will be completed in the sector, especially the development of housing capacity or the number of beds that will be completed. Actually, this allows to estimate the number of direct human resources needed by the sector, which expresses the sector's needs for tourism training, in order to provide the specialized institutions necessary for tourism training, as well as the material and human capabilities to assure good training.

- Through the above, we note the importance of training in preparing a qualified human staff to provide a high tourist service that satisfies tourists. Also, through our study, we will address the tourism training card of the Algerian Ministry of Tourism, and study the extent to which specializations in the tourism professions cover the quantity and quality of the needs of the tourism sector and tourism poles, as the study concluded that there is a deficit in supply compared to the needs of the sector in quantity and quality.

In this context, the problematic is as follows:

**What is the importance of tourism training? And to what extent does it cover the demand for training in tourism profession?**

To answer the question, we divided the paper into the following axes:

- First: The Concept and Characteristics of Tourism Service
- Second: The Role of Tourism Training in Improving the Level of Services Provided to Tourists
- Third: Tourism Training in Algeria

## **2- THE CONCEPT AND CHARACTERISTICS OF TOURISM SERVICE**

Among the factors that help countries to attract tourists are the natural and cultural assets they have available, in addition to a set of various services designed for the convenience of tourists. The tourism services are:

- «A set of activities that provide tourists with comfort and facilities when purchasing and consuming touristic products during their travel and stay in touristic facilities far from their original place of residence». (Marwan Mohsen Al Sokar Al Odwan, 1999, p39)
- «All services provided to the tourist since his arrival to the country or place of destination until his return to his country of origin or to his place of residence». ( Marwan Mohsen Al Sokar Al Odwan, 1999, p39)
- «Intangible products that are dealt with in touristic markets, mainly aim at satisfying the needs and desires of the tourists and contributing to providing a level of comfort, reassurance and care. They also achieve a kind of economic stability, whether for the individual or the society» (Hamid Abdul Nabi Al-Tai, 1992 , p15)

Hence, tourism services can be defined as an intangible activity provided for the purpose of satisfying the needs and desires of the tourists in return for a specific fee.

The tourism industry consists of a set of basic and supportive services that complement one other. They are as follows: ( Hamid Abdul Nabi Al-Tai, 2006, p23)

- Tourism and travel agency services
- Tourism transport services and guided tours

- Tourism security services
- Sports and leisure services
- Tourism shopping service and intellectual services
- Special services for tourists and social public services
- Catering services
- Accommodation services

Tourism services are characterized by specifications that can be summarized as follows:

### **2-1. Fading (perishable)**

The services cannot be preserved. If they are neglected, the opportunity is lost and so do the expected benefits. This adversely affects the tourism industry, for instance, the hotel owner can lose a lot every day when guests do not come to rooms prepared for them. (Alaa Hussein Al-Sarabi, Salim Muhammad Khanfar, Abdul-Mohsen Abdullah Al-Hajji, 2011, p 113)

### **Intangible services**

This characteristic means not seeing, touching, or experiencing the service. (Michel et al, Industrial Marketing: Strategy and implementation, Economica, Paris, 2000, p 16)

### **2-2. Correlation (the inability to separate production from consumption)**

Synergy between production and consumption; thus, we find that services

are produced and consumed at the same time, and the beneficiary cannot be separated while providing the service. (Pettigrew et al, The Marketing, MC Graw- Hill, Quebec, Canada, 2003, p 30.)

### **2-3. Inhomogeneity**

Tourism tends to change in standards and quality each time due to the fact that those who perform it are individuals, and thus obtaining it varies from time to time according to the condition of the service provider and the fatigue and exhaustion that they may have.

In addition to these characteristics that tourism services share with other services, there are some special features that are:

#### **2-4. Seasonality of the activity:**

As a result of the difference in the degree and size of the tourism activity from one time period to another throughout the year, and its correlation with the climatic, natural and social conditions in each country, the tourism activity is characterized by seasonality. This created some negative effects such as the presence of a degree of uncertainty, and the lack of optimal utilization of resources as a result of the presence of idle energy, during periods of low tourist traffic.

#### **2-5. High fixed assets ratio:**

Fixed assets represent a large proportion of the capital invested in tourism projects, while the remainder of the percentage is directed to other expenditures such as employment, labor and others.

#### **2-6. Human activity:**

Tourism activity is mainly based on the use of humans in achieving general goals, as its success depends on the efficiency and ability of this element to provide services in a way that attracts tourists, such as good treatment and performance of work in a high spirit, with the availability of character elements such as honesty and sincerity in work, etc. Thus, the human factor is important besides the material elements, so the lack of services can be compensated for with a qualified staff; however, the efficiency or courtesy of the staff cannot be compensated. (Alaa Hussein Al-Sarabi, Salim Muhammad Khanfar, Abdul-Mohsen Abdullah Al-Hajji, 2011, p 113)

#### **2-7. The different nature of the tourism product:**

The touristic product is characterized by moral characteristics that require courtesy in performance and kindness in treatment to present it to the tourists in the best possible way. In view of these distinctive characteristics, the tourism service needs effective management and good organization to provide it at a better level that enables it to achieve the desired goals.

## **2-8. The inflexibility of some components of the tourism offer:**

This means that a mistake in estimating demand may negatively affect the tourism product and increase its problems. The process of finding and developing additional services requires long periods.

### **3- THE ROLE OF TOURISM TRAINING IN IMPROVING THE LEVEL OF SERVICES PROVIDED TO TOURISTS:**

The distinguished organizations in the field of tourism service believe in the need to continuously develop the capabilities of their workers in order to adapt to the rapid and successive technological changes and increase the degree of competition that requires continuous improvement in service levels. Therefore, workers need to be constantly trained about the most important methods, capabilities and skills required to provide the best service to tourists. Training is considered «as a set of activities directed at providing the trainer with experience and skills, or changing attitudes and behaviors in order to increase performance and achieve the desired goals».

#### **3-1.The Importance of Tourism Training**

The importance of tourism training lies in broadening the awareness of those who are trained to help them think and visualize. This enables them to reveal the circumstances and the effects of their behavior when providing the tourism service.

3-1-1.The great importance that tourism organizations gain from training is satisfying the desires and needs of their guests. Because of their clear sensory and psychological ability to distinguish the positive and negative aspects when providing services to them. Then they become convinced that these workers have sufficient capacity and professional competence, or vice versa. Thus, the guests have an important role in spreading the advertisement and tourist propaganda to their colleagues and relatives about the nature of the services in a given facility. ( Abdul Amir Abdul Kazem, pp 121-122)

3-1-2. Deepening the human ties and relations between management and workers through real interaction when expressing opinions and remarks in the training sessions set up.

3-1-3. Developing the ability to innovate among workers when facing work difficulties, even during the peak season.

3-1-4. The workers can find successful alternatives to any problem they face in their work by making use of the accumulated training experiences that they will obtain.

3-1-5. The training also sheds light on new and greater horizons and raises general issues for discussion, so that the employee has the self-ability to find solutions at the lowest costs.

Consequently, training on service quality helps achieve the following advantages:

- Improving the level of service provided to tourists.
- Strengthening team spirit at the level of different organizational units.
- Developing employees' capabilities and job skills.
- Development of positive attitudes towards the institution, tourists, and the job itself.
- Managers understand their roles in strengthening the tourist service.
- Improving the image of the organization in the tourist's mind and creating a positive image. This represents propaganda and promotion of the organization through a mouth-transmitted word.

### **3-2. Tourism Training Objectives:**

3-2-1. Tourism training aims to develop the ability to innovate among workers when facing work difficulties even during the peak period of tourism. This enables workers to find solutions to any problem they may face in their work or with tourists by making use of the accumulated experiences they obtain. Thus, developing the employees' self-ability to find solutions at the lowest costs.

3-2-2. Improving the technical and professional skills of workers, thus improving performance efficiency and improving the level of service provided to tourists.

3-2-3. Developing the tourism culture of workers and making them aware of the importance of tourism activity and the extent of their role in promoting it through serving the tourists and gaining their satisfaction.

3-2-4. Adapting the human resources working in the sector to global developments, especially in the field of technology, intraining and communication technologies, which are imperative to develop the level of tourism services, as well as international performance standards.

### 3-3. Training Programs to Improve the Quality of Tourism Service

The minimum training programs that the workers of the organization must receive and which are directly related to the quality of service for tourists include the following:

3-3-1. **Mentoring programs:** aim at «showing the new employees the organization in terms of origin, development, structure, mission, values, work traditions and its own culture» ,( Jamal al-Din Muhammad Morsi, Mustafa Mahmoud Abu Bakr,p127). Walt Disney is one of the most famous international organizations that design this type of programs for new entrants, to develop feelings of pride and belonging to it.

3-3-2. **Programs to build awareness of tourist service:** this type of training is provided as a basic introduction to serving tourists, and extends to everyone from the highest to the lowest level, and aims to establish the idea of caring for tourists and develop team spirit among all units related to tourist service.

3-3-3. **Programs aiming at developing specific skills in tourist service:** they are mainly directed at workers whose jobs require frequent interaction with tourists. Examples of these skills are communication, skills of dealing with difficult types of people, skills to address the problems of tourists, skills to use the phone, etc.

3-3-4. **Internal customer service programs:** they aim to identify the categories of domestic customers and their expectations for service, adding to develop positive trends towards service activities to assist colleagues in other departments related to tourist service.

3-3-5. **Team building programs:** they aim to strengthen the belief in the importance of teamwork and interaction in order to achieve a distinguished service for tourists.

3-3-6. **Programs to handle service problems:** they aim to «develop skills to deal with problems related to serving tourists, to learn specific methods of problem analysis, and to use various tools to address these problems» ,( Jamal al-Din Muhammad Morsi, Mustafa Mahmoud Abu Bakr,p127).

3-3-7. **Technical skills development programs:** workers need to be trained on all devices and equipment that are required by the need of work, such as computers and complex phones, as well as procedures related to the performance of the service, so that acquiring the skill of dealing with tourists does not substitute for the need to develop technical skills, as the weakness of these skills may lead to a low or weak level of service, as an expert in the field of customer service claims «The sign of good service is not so much about smiling at the customer as making the



customer smile at you.» ,( Jamal al-Din Muhammad Morsi, Mustafa Mahmoud Abu Bakr,p127).

The institutions directed at serving tourists believe that training should include everyone, even if the fields of training differ or the degree of depth in it and is not limited to frontline employees who deal with tourists directly, but includes all workers related to the service of tourists in general, as it raises the slogan of training for everyone on the basis that the tourism service is the responsibility of everyone in the organization.

#### **4- TOURISM TRAINING IN ALGERIA**

Algeria has laid down, through the Tourism Development Master Plan 2025, a set of strategies aiming at promoting and developing the tourism sector, making Algeria a tourist destination par excellence by improving tourism services in terms of quantity and quality, as well as improving the tourism image of Algeria at the international level. To achieve this, Algeria adopted the «Quality of Tourism Algeria» plan, through which it aspires to unite all Algerian professionals in the tourism sector through a voluntary approach to quality keen to meet the needs of tourists and satisfy them. This sets the path for the progressive improvement of services.

##### **4-1. Training Development Strategy in the Tourism Sector «Training Card for the Tourism Sector »**

The achievement of the objectives of the quality plan established within the Tourism Development Master Plan will not be possible except through attaining the best professionalism in all sectors of the national tourism offer. In this regard, the ministry identified “**Training Card for Tourism Sector**”, set goals for it and a practical plan for its implementation.

4-1-1. The objectives of the training card in the tourism sector: they are as follow ( [www.mta.gov.dz](http://www.mta.gov.dz))

- Evaluating the national technical and professional offer of training in tourism.
- Analysis of the development of human resources made up of the tourism professions.

- Set the real training needs of the tourism sector.
- Ensuring the geographical distribution across the tourism poles of the trainings offered in various tourism occupations.
- Ensure that the entire national territory is covered by a technical and professional training system open to everyone.
- Identifying new training majors that are in line with developments in the tourism sector.
- Modernizing the tourism training system and developing its quality and cost-effectiveness in order to meet international standards in this field.
- To adapt the content of technical and vocational training in tourism occupations and its programs to the real needs of the sector.
- Ensure a good management of the human and material resources allocated for training.
- Ensuring a coherent training system in the tourism occupations within the framework of the partnership, depending on the training institutions under the tutelage of both the Ministry in charge of Tourism, Higher Education and Professional Training in order to ensure better planning for the national offer in tourism training.
- Integration of the private sector in planning and organizing the training offer in tourism.

4-1-2. The practical plan for implementing the tourism training card:

For the tourism sector to play its economic and social role, it must take the following measures: ([www.mta.gov.dz](http://www.mta.gov.dz)).

4-1-2-1. Regarding the specialization of training institutions under the tutelage of the Ministry in charge of Tourism:

- ✓ National Higher School of Tourism:
  - Maintaining its articles of incorporation as a school directed to the higher education phase to train high-level hospitality and tourism managers.
  - The expansion of the scope of its intervention into the specialized training of executives who are directed towards scientific research in tourism by opening the post-graduation level.

- Embody the file of ratification of the certificate of «BA in Hospitality and Tourism Management» in consultation with the Ministry of Higher Education and Scientific Research.

✓ The National Institutes of Hospitality and Tourism of Tizi Ouzou and Bou Saada:

- Maintaining the articles of incorporation as institutes geared towards «high tech» and «technicians» training level in the hospitality and tourism professions.

- Expanding their missions by creating new branches needed by the sector, especially the «tourist guide» branch, and various occupations related to accommodation such as floor and gate management...

- Open specialized studies certificates, professional in hospitality and catering, addressed to those who have obtained a high technical certificate in these fields.

- Training «technicians» in basic occupations in hospitality and tourism.

4-1-2-2. Regarding inter-sectoral cooperation:

- Unifying the code of occupations in tourism, adopting professional acquisitions, and developing continuous training.

- Conclusion of a “framework agreement” with the Ministry in charge of Higher Education to develop research in tourism and integrate the «Tourism» branch into the university system.

- Conclusion of a «framework agreement» with the Ministry in charge of Health for the development of continuous training in occupations related to spa and thalassotherapy.

- Conclusion of a “framework agreement” with the Ministry in charge of Employment, in order to develop the professional integration of young people who have obtained a degree in tourism, hospitality and catering professions.

- Concluding a “framework agreement” with the Ministry in charge of National Education to train trainers in public education and develop joint plans to instill tourism culture among children.

4-1-2-3. Regarding training programs in tourism professions:

- Reviewing pedagogical programs and curricula in order to match developments in tourism activity and modern technologies.

- Development of pedagogical tools and pillars.

- Establishing a permanent joint sector committee for tourism / higher education / professional training.

4-1-2-4. Regarding the pedagogical facilities:

- Renewal and rehabilitation of pedagogical facilities.
- Expanding the use of in training and communication technologies by enabling institutions to create an electronic library.
- The use of intraining and communication technologies in programs of continuous training and distance education to access intraining

4-1-2-5. Regarding forming trainers:

- Ensuring the improvement of professional level and efficiency of the trainers.
- Ensure continuity of trainers' technical corps.

4-1-2-6. Regarding developing the competencies of managers:

- Preparing and implementing programs to improve the level and rehabilitate the training institutions staff, especially those related to mastering modern management techniques.

4-1-2-7. Regarding the conditions for sponsoring learners:

- Study travel development.
- Developing partnership with tourism institutions in order to ensure practical training for the benefit of the trainees.

4-1-2-8. Regarding foreign languages teaching:

- Acquisition of special devices for teaching foreign languages.
- Teaching the most used foreign languages in the world.

4-1-2-9. Regarding encouraging the private sector in training:

- Qualification and recognition of certificates through a «public-private» partnership, and the participation of private training institutions in a «training charter in tourism professions» prepared and approved in a consultative framework between the various dealers.

- Follow-up of the pedagogical services provided by accredited private institutions (in cooperation between the Ministry in charge of Tourism and the Ministry in charge of Professional Training). In this regard, the Executive Decree No. 01-419 of December 20<sup>th</sup>, 2001 should be amended. It determines the conditions for the establishment, opening and monitoring of private institutions for professional training (in order to represent the tourism sector as a member in the state accreditation committee stipulated in Article 10 of the Executive Decree mentioned above).

4-1-2-10. Regarding encouraging excellence:

- Providing scholarships for outstanding students
- Research promotion and Merit Awards.

4-1-2-11. Regarding continuous training:

- Implementation of a continuous training program for the users of tourism establishments (hotels, spa stations, travel agencies, and classified restaurants), which have been integrated within the «Tourism Quality Plan».
- Conclusion of an «agreement» with the State Joint Stock Company Hospitality-Tourism in order to prepare and implement continuous training programs for its tourism establishments staff.

4-1-2-12. Regarding regulatory review:

- Reviewing the decrees of establishing training institutions under the tutelage (National Higher School of Tourism, National Institute of Hospitality and Tourism Technologies, and Hospitality and Tourism Centers) to enable them to create annexes and expand their duties.
- Reviewing the decisions specific to the studies system for institutes under the tutelage (National Higher School of Tourism, National Institute of Hospitality and Tourism Technologies, and Hospitality and Tourism Centers) to train in new qualifications, branches and specializations.
- Reviewing the decree establishing the National Higher School of Tourism in order to align it with the articles of incorporation of Higher Education and transferring its headquarters to Tipaza upon completion.

4-1-2-13. Regarding international cooperation:

- Development of technical assistance with the World Tourism Organization in order to certify the higher training provided by the National Higher School of Tourism.
- Obtaining scholarships for the benefit of students and trainers in the framework of bilateral and multilateral cooperation.
- Development of exchanges and twinning operations with training institutions in the field of tourism and hospitality abroad.

4-1-3. Training, qualification and development of professionals:

It is an implementation of the training program for craftsmen. From 2005 until March 2018, this program was able to achieve the following: ( [www.mta.gov.dz](http://www.mta.gov.dz))

- Training by artisans for the benefit of 14702 craftsmen and young people who hold projects in various branches of traditional industry.
- Administrative training in the technique of «how to set up and manage my institution» for the benefit of 29806 craftsmen and young people who hold projects, including 11512 women and 18294 men.

- Technical training for the benefit of 51163 craftsmen in various branches and specialties of handicrafts and crafts.

- Training of 81 craftsmen trained in traditional jewelry and gemstone cutting techniques.

- Training of 1147 craftsmen in the field of carpet and weaving, more than 80 percent of women

- Training of 504 craftsmen in the field of natural dyeing.

- Training of 611 craftsmen in the field of handicraft design.

- Training of 1736 craftsmen in the field of pottery and ceramics.

- Training of 541 copper craftsmen

- Training of 57 glass craftsmen.

- Training of 17 master craftsmen in the field of pottery and ceramics.

- Training of 79 craftsmen in the field of activities threatened to disappear.

On the other hand, within the framework of the agreement with the justice sector aimed at reintegrating prisoners, 7868 prisoners have benefited from training courses in many craft specialties within re-education institutions supervised by the chambers of traditional industries and crafts.

Another 7107 benefited from management training courses about how to establish and operate institutions. After their rehabilitation, 13055 prisoners obtained a qualification certificate.

#### **4-2. Pedagogical capacity of the training institutions of the Ministry of Tourism:**

Currently, the institutions specialized in training in tourism occupations and crafts offer to the tourism sector about 880 pedagogical seats, divided as follows: (Training Card for the Ministry of Tourism and Handicrafts, p 09)

- 200 seats (23%), for the National Higher School of Tourism, 50 graduates annually.

- 300 pedagogical seats (34%) for the National Institute of Hospitality and Tourism Technologies in Tizi Ouzou, 150 graduates annually. Adding to 80 pedagogical seats (9%) relative to the annex of the NIHT in Tlemcen. That is, 40 graduates annually.

- 300 pedagogical seats (34%) for the Hospitality and Tourism Center in Bou Saada. That is, 150 graduates annually.

They are summarized in the following table:

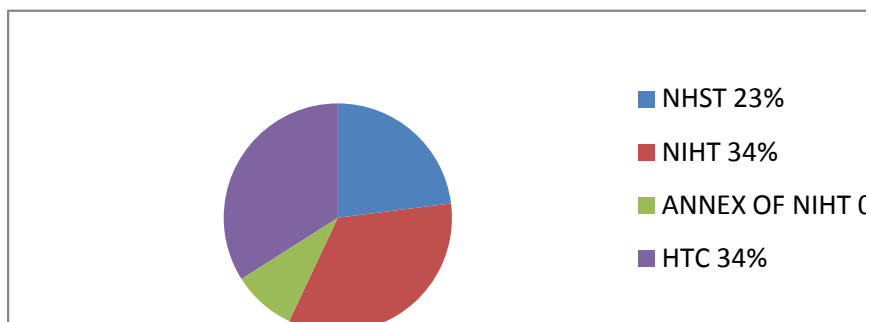
**Table No. (01): The pedagogical capacity of the training institutions affiliated to the Ministry of Tourism**

Institution	NHST	NIHT	NIHT Tlemcen annex	HTC	Total
Pedagogical capacity	200 (50 per year)	300 (150 per year)	80 (40 per year)	300 (150 per year)	880
Percentage %	23%	34%	9%	34%	100%

**Source:** prepared by the researcher based on the above

The following figure shows the distribution of the pedagogical capacity of the tourism training affiliated to the Ministry of Tourism.

**FIGURE N°1 : Pedagogical capacity of tourisme training institutions**



**Source:** Training Card for the Ministry of Tourism, p10

Based on the above, we note that the number of public institutions affiliated to the tourism sector specialized in tourism training is very few, which were established in 1994. Since then, no new institutes have been opened, as they do not guarantee coverage of the national territory. The Higher School of Tourism trains executives in hospitality management and is affiliated to the Ministry of Tourism; however, the supervision or the pedagogical side is supervised by the Ministry of Higher Education and Scientific Research. As for the National Institutes of Hospitality and Tourism of Bou Saada, Tizi Ouzou and the annex of

Tlemcen, they are affiliated to the Ministry of Tourism. They train high technicians and technicians in hospitality, catering and tourism professions.

In this regard, the Ministry is working on increasing the number of institutions specialized in tourism as well as increase the number of trainees through a project to establish a new national higher school in Tipaza with a capacity of 1200 pedagogical seats and another in Ain Temouchent with 400 pedagogical seats. In addition to the prominent role played by the private sector in this area.

4-2-3. Division of the national offer of training in tourism occupations according to the tourism poles:

The national offer for tourism occupations is represented by 181 training institutions, divided as follows: \* (Training card of the Ministry of Tourism and Handicrafts, p. 12 )

- 04 Training institutions (02%) affiliated to the Ministry of Tourism, including the Higher School of Tourism NHST.
- 141 training institutions (78%) affiliated to the Ministry of Education and Professional Training.
- 36 private training institutions (20%) accredited by the Ministry of Training and Professional Education.

The said offer (181 establishments) is divided according to the tourist poles as shown in the following table:

**Table No. (02): Division of the national offer of training in tourism occupations according to the -tourism poles**

Tourist pole	No. of institutions	Ratio
North - Centre	71	39%
North - West	34	19%
North - East	43	24%
South	33	18%
Total	181	100%

**Source:** Ministry of Tourism Training Card, p13

Through the statistics presented in the training card of the Ministry of Tourism, we note that the number of tourism training institutions distributed across the tourist poles does not express the extent to which it covers the training needs of each tourist pole, because it did not provide

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\* - Training card of the Ministry of Tourism and Handicrafts, p. 12



the pedagogical capacity to its institutions (the real offer of training in the tourism professions).

#### 4-2-4. Division of the national offer of training in tourism occupations according to the level of qualification:

The following table shows the division of the number of establishments training in various tourism occupations according to the levels of training or the certificate they grant.

**Table No. (03): division of the national offer of training in tourism occupations according to the level of qualification.**

Level of qualification	No. of institutions	Ratio %
Higher education	1	0.5%
High technician	18	10%
Technician	08	4.5%
Certificate of professional competence	141	78%
Qualified agent	13	7%
Total	181	100%

Source: Ministry of Tourism Training Card, p 14

### 4-3. Training needs in tourism professions

Determining the number of beds likely to be completed during a given period allows us to fix the number of direct jobs it creates that the sector needs, which represent about the half.

#### 4-3-1. Quantitative training needs: how much do we train?

Training needs in tourism occupations are estimated depending on employment needs in the sector. For example, through the tourism development plan, it was estimated that 75000 additional beds had been completed by 2015, which would lead to the creation of 35000 direct jobs. This represents a need for training in various tourism professions.

4-3-2. Division of training needs according to tourism poles: Where should we train?

The division of 35000 direct jobs upon tourist poles is based on the number of hotel beds estimated to be accomplished through projects under construction for various tourism poles. It is shown in the table below as follows:

**Table No. (04): division of the hospitality projects in progress according to tourist poles**

Pole	North-Centre pole	North-West pole	North-East pole	South pole	Total
Number of projects	165	186	155	104	610
Beds Number	18.351	23.594	15.730	7.865	65.540
Ratio	28%	36%	24%	12%	100%

Source: Ministry of Tourism Training Card, p 24

Through the table, we deduce the ratio of the number of beds divided according to tourist poles. Therefore, we can deduce the needs of the tourism training according to each tourist pole. This is shown in the following table:

**Table No. (05): Estimation of training needs according to tourist poles in 2015**

Pole	North-Centre pole	North-West pole	North-East pole	South pole	Total
Calculation rule : Ratio of hotel beds estimated to be established through projects in progress (Table N° 05)	28%	36%	24%	12%	100%
Quantitative distribution of training needs : Direct jobs.	9/800	12.600	8.400	4.200	35.000

Source: Ministry of Tourism Training Card, p 25

Division of training needs according to tourism professions: What do we train?

By applying the standards of the World Tourism Organization with regard to the occupations of hospitality, and taking into account other tourism occupations (travel and tourism agent, tourist guide, and occupations related to the activity of spa), the hospitality and tourism occupations are divided according to the following rule:

- Management and supervising .....05 %
- Reception .....10 %
- Floors and accommodation .....25 %
- Catering.....45 %
- Tourism (travel agent, tourism guide and occupations related to the spa).....15%

This projection will be the basis for the calculation to divide the training needs according to the tourism occupations, as shown in the table below

**Table No. (06): Division of training needs according to tourism occupations in 2015**

	Management	Reception	Floors/ accommodation	Catering	Tourism occupations	Total
Ratio of each tourism profession according to the projection	5%	10%	25%	45%	15%	100%
Quantitative division of training needs by occupations	1.750	3.500	8.750	15.750	5.250	35.000

Source: Ministry of Tourism Training Card, p 26

Noting that the needs of tourism sector in the field of training are constantly increasing, in addition to the recapitalization of the existing

workforce in the sector. In view of the number of beds that will be received after the completion of the planned projects, the Ministry aims to provide 100.000 new beds at the horizon of 2025. That is according to the approved development plans, as well as the privileges granted to investors in the sector.

## **5- Conclusion:**

By studying the training card for the tourism sector in Algeria, which came within the national strategic plan for tourism development SDAT 2030, aiming to develop the sector and to render Algeria an excellent touristic destination, we conclude the following:

### **5-1. Results:**

- Focusing the training card on the institutions affiliated to the Ministry of Tourism, as it alone does not represent the national offer for tourism training (representing 02% from the national offer).

- Absence of accurate statistics on the number of trainees in various tourism occupations, especially the number of trainees in the institutions affiliated to the Ministry of Education and Professional Training and private sector institutions. Hence, it is difficult to correctly estimate the offer and match it with the demand.

- As for the quality of training, the established programs need to be updated to meet international standards, techniques and methods used for training must be developed as well.

- As for the distribution of number of tourism training institutions across the tourist poles, we note that:

- Training institutions do not cover all tourist attractions.
- The lack of statistics about the number of trainees distributed across the tourist poles. It better expresses the extent to which it covers the tourism training needs of tourist attractions.

- Absence of accurate statistics about the projects that will be established or the number of beds, thus it is impossible to determine the demand for tourism training.

- Based on the available statistics, we note that the offer for tourism training does not cover the demand of it. The latter is constantly increasing and accelerating across various tourism poles.

- Non expansion in the creation of tourism training centers, tourism and hospitality institutes through different tourism poles, especially those affiliated to the Ministry of Tourism, which have been stable since 1994.

- Weakness of tourism media to encourage the practice of tourism and hospitality occupations.

- Based on our daily vision of the lived reality, we often notice, especially in public and even private tourism facilities, the inefficiency of workers in providing the service, namely in terms of behavior. This is largely due to the absence of training and supervision.

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

In light of the presented research conclusions, we propose some recommendations that the researcher deems appropriate to remedy some of the shortcomings, namely:

- Tourism training institutions of the State and the private sector must be precisely defined. As well as the exact number of trainees to determine the offer in tourism training.
- Expanding the creation of tourist and hospitality centers and institutes, especially through tourist poles in which there is more demand for tourism and hospitality occupations, and a greater opportunity to the private sector is given, with the recognition of the certificates provided by them.
- Expanding tourism majors across universities, encouraging and valuing scientific research in this field.
- Holding tourism conferences to stimulate training in tourism occupations.
- Enhancing the quality of tourism training by improving and updating programs and providing advanced means and technologies.
- Paying attention to the scientific tourism departments in universities, hospitality and tourism institutes, and developing them in line with the tourism development plan in Algeria.
- Establishing inspection and monitoring departments to evaluate the efficiency of workers performance in tourism sector as well as rewarding good performance.
- Good coordination and follow-up between the bodies authorized for tourism training (Ministry of Tourism, Ministry of Professional Training and the private sector).

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