

Relationship between Quality of Services and Electronic Soft Skills in Tourism Sector during the Corona Pandemic

Bassel Anwar Asaad^{1*}, Laura Mohammad Abbas², Madline Mohamad Jonbolat³

¹College of Human Medicine, Al-Andalus University for Medical Sciences, Tartous, Syria
^{2,3}Tishreen University, Syria

*Corresponding Author: basselasadhotel@gmail.com / ba3@au.edu.sy, Tel.: +963966235490

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Abstract—Study aims to: Explaining electronic soft skills in hotels. Measuring dimensions of electronic soft skills and quality. Study the relationship between electronic soft skills and quality.. The descriptive analytical approach was relied on in the study. The data were analyzed by using SPSS and SMARTPLS programs, and the results were as follows: There is impact of electronic soft skills on the quality of services provided in 5-star hotels of the Syrian coast during the period of the Corona pandemic. There is effect of electronic communication skills on the quality of services provided in 5-star hotels of the Syrian coast during the period of the Corona pandemic. There is impact of the electronic leadership skill on the quality of services provided in 5-star hotels of the Syrian coast during the Corona pandemic period. There is impact of electronic decision-making skill on the quality of services provided in 5-star hotels of the Syrian coast during the period of the Corona pandemic. There is impact of the electronic time management skill on the quality of services provided in 5-star hotels of the Syrian coast during the Corona pandemic period.

Keywords— soft skills, communication skill, hotel service quality, response, tangibility.

I. INTRODUCTION

1-Introduction

Various Hotels around the world work to raise their competitiveness in a variety of ways, most of the methods are linked to a key to the solution, which is the human resource, which is the essence of the administrative process in the work of organizations, and from it Hotels that focus on the importance of their human resources skills and work to benefit from and develop them, remain the leading Hotels in the work and competition. {1 }

The spread of the Corona pandemic around the world, and the restrictions imposed by countries on their citizens' movement inside and outside the country make it difficult for workers in the hotel sector to be traditionally available and committed to their work. {2 }

With the various developments in management sciences, and the increasing global interest in developing the skills and capabilities of workers in various fields, especially in hotels around the world, international and local hotel administrations began to focus on various scientific concepts that can increase the quality of their work and provided products. The most important of which are the concepts and components of soft skills that are considered as a part of modern concepts in developing the capabilities and skills of hotel workers nowadays. {3 }

Moreover, Many hotels, through their various managements, started applying soft skills electronically in

response to the needs of separation in light of the pandemic. This new experience in many sectors has led to some positives and negatives. However, the current research highlights the Role of electronic soft skills on the quality of services provided in the Syrian coast five-star tourist hotels. {4 }

Soft skills, through their components, contribute to supporting administrative work in hotels, and the focus on the application of quality during the Corona pandemic posed many difficulties due to the method of communication, and soft skills came to form the supportive solution to maintaining quality during the Corona pandemic period. {5 }

2-Study Problem:

Depending on the previous studies and the relative references, the study problem can be formulated by the main following question:

Is there any relationship between electronic soft skills and quality of services in the Syrian coast 5-star hotels, and a set of sub-questions are derived from it:

- Is there any relationship between electronic communication skills and quality of services in the Syrian coast 5-star hotels?
- Is there any relationship between electronic leadership skills and quality of services in the Syrian coast 5-star hotels?
- Is there any relationship between electronic time management and quality of services in the Syrian coast 5-star hotels?

- Is there any relationship between electronic decision-making skills and quality of services in the Syrian coast 5-star hotels?

3-Study Objectives:

The study proceeds from the following objectives:

- Explaining electronic soft skills in hotels.
- Measuring dimensions of electronic soft skills and quality.
- Study the relationship between electronic soft skills and quality.
- Reaching a set of results and recommendations that could help in developing the concept of electronic soft skills for managements in the mentioned hotels.

4-Study Importance:

Theoretical importance: It is the importance of the topic that the study presents, discusses and measures, which is one of the modern and important topics during the period of the pandemic and crises.

Practical importance: It is the importance of measurement methods and the results that can be reached, which can help managements in 5-star hotels adopt and measure the concept of electronic soft skills and their impact on various areas, including the quality of the provided services.

5-Study Hypotheses:

The study starts from the following:

Main hypothesis: There is no statistically significant relationship between electronic soft skills and quality of services provided in the Syrian coast 5-star hotels , and it is divided into a set of sub-hypotheses as follows:

First sub-hypothesis: There is no statistically significant relationship between electronic communication skills and quality of services provided in the Syrian coast 5-star hotels

Second sub-hypothesis: There is no statistically significant relationship between electronic leadership skills and quality of services provided in the Syrian coast 5-star hotels

Third sub-hypothesis: There is no statistically significant relationship between electronic time management skills and quality of services provided in the Syrian coast 5-star hotels

Fourth sub-hypothesis: There is no statistically significant relationship between electronic decision-making skills and quality of services provided in the Syrian coast 5-star hotels

6-Study Methodology:

The descriptive analytical method was used in the study, which is one of the appropriate approaches that gives a clear image about the study problem. In addition, it helps understand the study by clarifying and explaining the relationship among its variables.

6-1 Study Tool:

The study tool was designed in three parts. The first part included the demographic information of the sample members. The second part included the dimensions of electronic soft skills variable, which are (e-leadership, e-communication, electronic time management, electronic decision-making). The third part included the variable dimensions of the quality of services provided in hotels, which are (tangibility, reliability, response, safety and trust). However, the questionnaire paragraphs were designed depending on Five Likert scale.

6-2 Study Community and Sample:

They include administrative workers in Lattakia 5 star hotels. Since the community is definitive and heterogeneous, the relative deliberate stratified sample has been applied. The questionnaire was distributed on all Lattakia private 5 star hotels(Lameira,Rotana, blue cost) , whose number is 3 hospitals. The number of responders is 85 administrative workers of different levels in these Hotels.

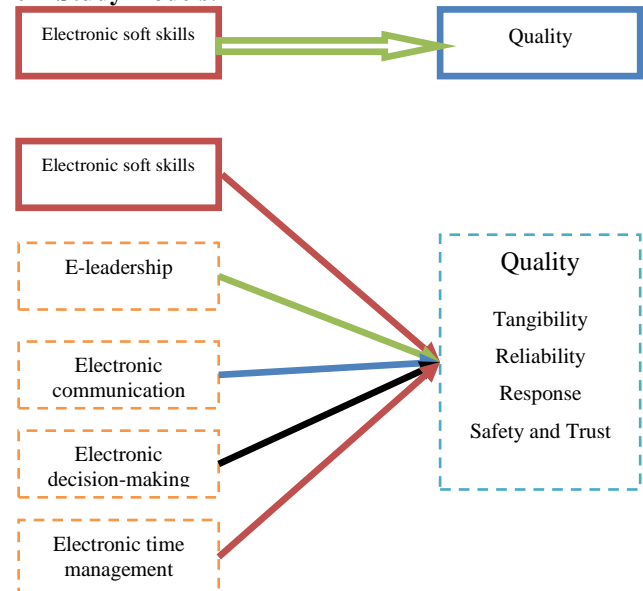
6-3Study variables and limitations:

Independent Variable: Electronic soft skills (E-leadership , Electronic communication, Electronic time management, Electronic decision-making)

Dependent variable: The quality of hotel services (Tangibility, Reliability, Response, Safety and Trust)

Time period: The questionnaire was distributed to hospital workers in 2022.

6-4 Study models:



Fig(1): Study Models

Source: Prepared bye researches

II.RELATED WORK

A study by Asaad(2022),(Kuldeep,2019), (Patcia et. al, 2021) (Rushdi, Abdel Latif, 2016) titled: "Soft skills and

their relationship with quality in health services. shaheen, M., Zhang , L., Shen, T., & Siti, R. (2012). Schulz, B. (2008). Seetha , S. (2013). Previous studies focused on soft skills and quality of services in various sectors, including the tourism sector. The previous studies focused on soft skills in various sectors, except the last study that focused on electronic soft skills and their relationship with the quality of the provided hotel services. It is similar to the current study in several aspects, while it is different from it according to the different study community. In addition, the current study focuses on the dimensions of quality that are different from those mentioned in the previous study.

III. METHODOLOGY

First: electronic soft skills framework:

Hotels are distinguished from other sectors by providing a variety of services, and dealing with many customers. Therefore, the pursuit for achieving customers' satisfaction is the hotel management's aim and its continuity. {6}

Skill is a set of the individual's accumulated knowledge and experience acquired over the years of his life. These knowledge and experiences help the ordinary and administrative person to be unique and distinguished from others at work. It is an integrated mix of characteristics, features and abilities which the individual has had throughout history, starting from home, to education, reaching to job. {7}

Because of the importance of the hotel sector and the direct relationship of its employees with customers permanently, there is a need for them to possess various capabilities and skills that distinguish them from others. So, the most important of these skills are the electronic soft skills, that are compatible with the requirements of changes at real work imposed by the Corona pandemic. {8} Skill is defined as: "the set of skills and abilities possessing by an individual that help him to do his work properly, through a group of experiences, abilities and knowledge acquired in different times. {9}

Soft skills are also defined as: "the art of dealing decently with others. It is personal traits and abilities through which the individual is able to improve tactfully his abilities with others. {10}

So, the most important features of electronic soft skills that administrative workers must be characterized by in hotels can be identified as follows: {11} {3}

- Electronic soft skills help support the leadership ability of hotel managers and middle management, which affects the quality of provided services, and leads to customer satisfaction.
- Electronic soft skills have a positive impact on the communication ways between the different administrative levels in the hotel. This facilitates the decision-making process and offering services for the customer at the appropriate time and speed.

- Electronic and traditional soft skills have a role in activating the ability of negotiation and persuasion between hotel workers and customers.
- Electronic soft skills stimulate hotel workers' creative thinking because of the easy and simple procedures and the granting of powers, which facilitates the decision-making process.
- Electronic soft skills contribute greatly to the continuation of the work pace and mode as required and with the desired quality during the period of crises, including the crisis of the Corona pandemic.

Second: electronic soft skills components :

the most important dimensions of electronic soft skills that have been agreed upon in many studies can be identified as follows:

- Electronic Communication Skills: It means the methods of electronic communication that take place between the different administrative levels in the hotel on the one hand and the methods of electronic communication between hotel managements and customers on the other hand. Hotels are distinguished from other economic organizations in that they provide services to large numbers of customers. Therefore, their employees must possess different traditional and electronic skills and capabilities, which provide them with the ordinary and electronic communication way with customers via the hotel websites, social media or emails...etc. However, the electronic communication skill has become an urgent and essential need in hotels in our time. {12}
- Electronic Leadership Skill: Electronic leadership means to carry out administrative work in different levels, remotely by electronic ways from the workplace or from home. The Corona pandemic imposed electronic interaction among different managements, with positive results in many sectors. The most important characteristics of electronic leadership is the ability of dealing with others, the availability of technical competence in dealing with e-learning software, technologies and equipment, the availability of teamwork skills, and planning skill. {13} {14}
- Electronic decision-making skill: It is a process of offering alternatives or potential solutions to solve a problem that the business or the customer may face. It is usually any business that faces many problems. Hotel work always has problems and challenges related to the different nature and habits of customers. Therefore, managements must be able to make the direct decision through electronic means and to move away from traditional methods of big strategic matters. Here comes the importance of electronic soft skills in solving these problems and helping to make necessary decisions on time. {15}
- Electronic time management skill: Time important in hotel work. It is directly related to customer satisfaction, who evaluates the hotel service quality according to its delivery speed and the required specifications. Time management is seen as the art of rational use of time. However, electronic soft skills

contribute greatly to respecting time and caring with getting everything done on time. The electronic soft time management skills include: control skill, delegation skill, organization skill, induction skill...etc{16}.

Thirds: The quality of hotel services

The quality of service in the tourism activity plays an important role because it is a criterion or a measure for evaluating the effectiveness of the provided services. Although the quality of service is not tangible, it is an important evaluation tool for tourism services. {17}

Tourism service defined as: "a mixture of material and intangible elements that are concerned with providing the basic components of the tourism offer {18}

The "value", from the customer's point of view, is closely related to the high quality of the product in the five-star hotels, because high quality must be associated with the noticeable increase of benefits obtained customers coupled with the high prices of the provided services. The quality must meet the customer's needs, so it requires a set of determinants:

- Understanding and perceiving the quality in hotels and linking it to prices.
- Quality work begins with the customer's needs and ends with his awareness of the expected services.
- Quality requires full commitment from workers, and each worker should understand his role in improving the quality and provide it according to the customer's need. {19} {6}

Fourth: hotel services quality components

They are determined as follows:

- Tangibility: It refers to the appearance of facilities, physical and human equipment in the tourist hotels, buildings, the used information and communication technology, internal facilities and the necessary equipment to provide the service, the outward appearance of the hotel workers, and so on. {21}
- Reliability: It is the ability of the hotel product or service to perform successfully the required function under normal conditions of use for a specified time and with a high quality. {20}
- Response: It means the hotel service provider's ability and speed of response to customers' requests and inquiries. It reflects the desire or satisfaction to help the customer and provide fast service. {21}
- Safety and trust: It means the employees' features and characteristics such as knowledge, ability and confidence in providing hotel service, the degree of caring with and interesting in the customer and his problems and working to find solutions for them. {20}

Fifth: Relationship between Electronic soft skills and the quality of hotel services:

the Corona pandemic formed a real global crisis in various sectors. The tourism sector, with its various components, was one of most important affected sectors. Hotels are considered the most important component of this sector. However, through the rapid development disease all over

the world in 2019, countries turned to adopt the total and partial closure and lockdown policies, which greatly affected the tourist demand for hotels around the world and in the Syrian coast. {21}

The crisis is also defined as: "An emergency situation or sudden event that leads to the deficiency of the system followed by the organization, which weakens its competitive position and requires it to move quickly and pay immediate attention. Thus, any event can be classified as a crisis depending on its deficiency degree in the organization's normal work progress. {21}

Because of the difficulties of working during the pandemic, some hotels, through the availability of skills, attributes and capabilities for their cadres, were able to overstep the crisis with minimal losses, relying on modern administrative methods at work, and being distinctive in offering services and products. Electronic soft skills are one of the most important attributes and capabilities, which contributed significantly to reducing the Corona pandemic risks. Managements that have both soft traditional and electronic skills were able to continue their work as required and maintain the quality of provided services in light of the individual separation between the client and the administrators. {5}

Here lies the ways of communication making appropriate decisions that concern the client on the one hand, in addition to the electronic leadership that was able to quickly transfer work from traditional to electronic under pressure and various difficulties. {8}

IV. RESULTS AND DISCUSSION

Analytical framework of the study:

A. First: Validity and reliability of the study Tools:

the questionnaire was judged by a number of specialists to confirm its validity. As a result, some questions were merged, and others were deleted before distributing the questionnaire to the study sample. The form was distributed to sample of 85 administrative workers of different levels in 5 stars hotels. The retrieved data were entered into the SPSS programme for analysis. Also, the Alpha Cronbach test was conducted to determine the degree of internal consistency and stability among questions. The test result was as follows:

Table (1) Reliability Statistics

Reliability Statistics	
Cronbach's Alpha	No of Items
.892	35

Source: Prepared by the researcher, using the SPSS programme

This means that if the questionnaire, with its different indicators, is distributed at different times to another sample other than the study sample, there is a 89% probability of obtaining the same results.

A five-point Likert scale has been used in answering questions directed to the study sample as follows:

Strongly agree	Agree	Neutral	disagree	Strongly disagree
5	4	3	2	1

arithmetic mean Likert scale is $1+2+3+4+5=15/5=3$, which is the value by which the arithmetic mean is compared for each question.

The criteria for judging average responses according to the Likert scale: $\text{Category length} = (\text{highest response score} - \text{lowest response score}) / \text{number of response categories}$

$\text{Category length} = (5-1) / 5 = 0.8$

Accordingly, the closed tab was used, and the following areas were identified:

Table (2) - Five-point Likert Scale of answers

Field	Degree of agreement	Relative importance
1.8-1	Very weak	36-20
2.60-1.81	Weak	52-36.1
3.40-2.61	moderate	68-52.1
4.20-3.41	Strong	84-68.1
5-4.21	Very strong	84.1-100

Source: Asaad (2016)

If the arithmetic mean of the question or expression lies within the range (1-1.8), it corresponds to the "very weak" answer. Meanwhile, if it is within the range (1.81-2.60), it corresponds to the "weak" answer. If it is within the range (2.61-3.40), it corresponds to the "moderate" answer. If it is within the range (3.41-4.20), it corresponds to the "strong" answer. Finally, if it is within the range (4.21-5), it corresponds to the "very strong" answer.

Second: Results Analysis and Discussion:

Description of Study Variables:

The study relied on the average means method in collecting data. The arithmetic mean was calculated for each question, then for each independent sub-variable, and then the independent and dependent variables. The results of the arithmetic means and the standard deviation for all variables are as in the following table:

Table(3) Descriptive data for all study variables

Variable	Arithmetic mean	Standard deviation
E-leadership	3.20	0.925
Electronic communication	3.40	0.832
Electronic time management	2.80	0.668
Electronic decision-making	3.30	0.824
Electronic soft skills	3.18	0.773
Tangibility	3.20	0.992
Tangibility	3.30	0.789
Response	3.40	0.681
Safety and Trust	3.10	0.919
quality of hotel services	3.25	0.882

Source: Prepared by the researcher, using SPSS programme

The previous table (4) shows the following:

The arithmetic mean of the independent variables and sub-variables lies within the range (2.61-3.40), corresponding to the "moderate" answer on the areas of the five-point Likert scale, and with a significant difference.

The arithmetic mean of the dependent variable and sub-variables lies within the range (2.61-3.40), corresponding to the "moderate" answer on the areas of the five-point Likert scale, and with a significant difference.

Thirds: Structural modeling

Both independent and dependent variables can be either discrete or dependent and can be either measured factors or variables. {22}

To test the validity of the hypotheses and analyze the study data by using the Smart PLS program for modeling structural equations by small squares, {21} which is a methodology based on an algorithm to estimate the specific model. It uses two models (internal and external models) simultaneously when performing the assessment process. {23}

The following figure shows the presence of the latent variables forming the path and the set of questions that were asked through the questionnaire as follows:

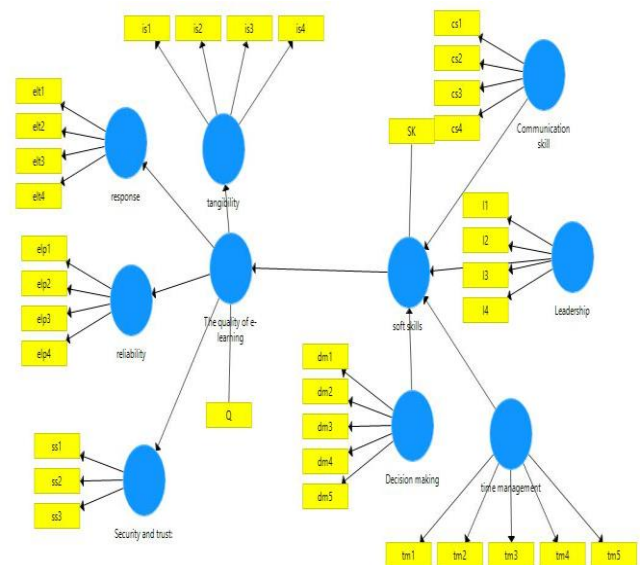


Figure (2): Study Variables Path

Source: prepared by the researcher depending on SMARTPLS program

The figure shows the presence of the latent variables that form the study. It represents (electronic communication, electronic leadership, electronic time management, electronic decision-making) and a set of questions that were asked through the questionnaire, as well as the relationship of each variable with other variables basing on the method of designing the basic model and testing hypotheses.

Fifth: Hypothesis Testing:

Relying on the study model, hypotheses were tested in order to study the direct impact of entrepreneurship and its components on competitive advantage as follows:

To confirm the validity of the hypotheses, the correlation among variables was studied to examine the correlation. This Ways done using the simple Pearson correlation coefficient to study the relationship strength or consistency

between two variables. Its value varies in the range (-1, +1) and is symbolized by R. Also, its value is studied in two ways:

1. **Algebraic sign:** If the sign of the correlation coefficient is positive, then there is a positive relationship between the two studied variables. Meanwhile, if its sign is negative, their relationship is inverse.
2. **Absolute value:** The absolute value of the correlation coefficient means the relationship between the two variables is strong and can be classified as follows:

The value of the correlation coefficient is the intensity of the relationship.

Table (4): Correlation Coefficient Values

Correlation coefficient	Relationship
$R > 0.90$	Very strong
$0.90 > R > 0.80$	Strong
$0.80 > R > 0.70$	Good
$0.70 > R > 0.60$	Not bad (accepted)
$0.60 > R > 0.50$	Weak
$0.50 > R$	Very weak

Source: Assembled by the researcher, using Assad (2016)

Main hypothesis: There is no statistically significant relationship between electronic soft skills and quality of services provided in the Syrian coast 5-star hotels relationship was tested by Pearson correlation.

Table (5): The study of the correlation between electronic soft skills and quality

Correlations

		electronic soft skills	quality
electronic soft skills	Pearson Correlation	1	.810
	Sig. (2-tailed)		.000
	N	85	85
quality	Pearson Correlation	.810	1
	Sig. (2-tailed)	.000	
	N	85	85

Source: Prepared by the researcher, using the SPSS programme

It is clear from the previous table that the value of Pearson correlation = 0.810, which means that there is a strong, positive correlation between the two variables, and the value of the probability $P(\text{Sig}) = 0.000 < \alpha = 0.05$. Therefore, the correlation is significant. Since the value of P is less than the connotation level $\alpha = 0.05$, we reject the Main hypothesis and accept the alternative hypothesis: There is statistically significant relationship between electronic soft skills and quality of services provided in the Syrian coast 5-star hotels

First sub-hypothesis: There is no statistically significant relationship between electronic communication skills and quality of services provided in the Syrian coast 5-star hotels relationship was tested by Pearson correlation.

Table (6): The study of the correlation between electronic communication skills and quality

Correlations

		electronic communication skills	quality
electronic communication skills	Pearson Correlation	1	.820
	Sig. (2-tailed)		.000
	N	85	85
quality	Pearson Correlation	.820	1
	Sig. (2-tailed)	.000	
	N	85	85

Source: Prepared by the researcher, using the SPSS programme

It is clear from the previous table that the value of Pearson correlation = 0.820, which means that there is a strong, positive correlation between the two variables, and the value of the probability $P(\text{Sig}) = 0.000 < \alpha = 0.05$. Therefore, the correlation is significant. Since the value of P is less than the connotation level $\alpha = 0.05$, we reject the hypothesis and accept the alternative hypothesis: There is no statistically significant relationship between electronic communication skills and quality of services provided in the Syrian coast 5-star hotels

Second sub-hypothesis: There is no statistically significant relationship between electronic leadership skills and quality of services provided in the Syrian coast 5-star hotels relationship was tested by Pearson correlation.

Table (7): The study of the correlation between electronic leadership skills and quality

Correlations

		electronic leadership skills	quality
electronic leadership skills	Pearson Correlation	1	.805
	Sig. (2-tailed)		.000
	N	85	85
quality	Pearson Correlation	.805	1
	Sig. (2-tailed)	.000	
	N	85	85

Source: Prepared by the researcher, using the SPSS programme

It is clear from the previous table that the value of Pearson correlation = 0.805, which means that there is a strong, positive correlation between the two variables, and the value of the probability $P(\text{Sig}) = 0.000 < \alpha = 0.05$. Therefore, the correlation is significant. Since the value of P is less than the connotation level $\alpha = 0.05$, we reject the hypothesis and accept the alternative hypothesis: There is statistically significant relationship between electronic leadership skills and quality of services provided in the Syrian coast 5-star hotels

Third sub-hypothesis: There is no statistically significant relationship between electronic time management skills and quality of services provided in the Syrian coast 5-star hotels relationship was tested by Pearson correlation.

Table (8): The study of the correlation between electronic time management skill and quality

Correlations

		electronic time management skill	quality
electronic time management skill	Pearson Correlation	1	.830
	Sig. (2-tailed)		.000
	N	85	85
quality	Pearson Correlation	.830	1
	Sig. (2-tailed)	.000	
	N	85	85

Source: Prepared by the researcher, using the SPSS programme

It is clear from the previous table that the value of Pearson correlation = 0.805, which means that there is a strong, positive correlation between the two variables, and the value of the probability $P(\text{Sig}) = 0.000 < \alpha = 0.05$. Therefore, the correlation is significant. Since the value of P is less than the connotation level $\alpha = 0.05$, we reject the hypothesis and accept the alternative hypothesis: There is statistically significant relationship between electronic time management skills and quality of services provided in the Syrian coast 5-star hotels

Fourth sub-hypothesis: There is no statistically significant relationship between electronic decision-making skills and quality of services provided in the Syrian coast 5-star hotels relationship was tested by Pearson correlation.

Table (9): The study of the correlation electronic decision-making skill and quality

Correlations

		electronic decision-making skill	quality
electronic decision-making skill	Pearson Correlation	1	.815
	Sig. (2-tailed)		.000
	N	85	85
quality	Pearson Correlation	.815	1
	Sig. (2-tailed)	.000	
	N	85	85

Source: Prepared by the researcher, using the SPSS programme

It is clear from the previous table that the value of Pearson correlation = 0.805, which means that there is a strong, positive correlation between the two variables, and the value of the probability $P(\text{Sig}) = 0.000 < \alpha = 0.05$. Therefore, the correlation is significant. Since the value of P is less than the connotation level $\alpha = 0.05$, we reject the hypothesis and accept the alternative hypothesis: There is statistically significant relationship between electronic decision-making skills and quality of services provided in the Syrian coast 5-star hotels

The results of the study:

- The value of R^2 for both electronic soft skills and the quality of hotel services is very high and exceeds the

value of 0.700, which means that the study model is strong and able to predict the degree of influence of each independent study variables on the dependent variable.

- There is a statistically significant impact of electronic soft skills on the quality of services provided in 5-star hotels of the Syrian coast during the period of the Corona pandemic.
- There is a statistically significant effect of electronic communication skills on the quality of services provided in 5-star hotels of the Syrian coast during the period of the Corona pandemic.
- There is a statistically significant impact of the electronic leadership skill on the quality of services provided in 5-star hotels of the Syrian coast during the Corona pandemic period.
- There is a statistically significant impact of electronic decision-making skill on the quality of services provided in 5-star hotels of the Syrian coast during the period of the Corona pandemic.
- There is a statistically significant impact of the electronic time management skill on the quality of services provided in 5-star hotels of the Syrian coast during the Corona pandemic period.

Recommendations:

- Focusing on electronic work in five-star hotels of the Syrian coast, during and outside crises.
- Training hotel cadres permanently on electronic soft skills and raising their skill capabilities.
- Providing the necessary financial credits that are necessary for the training process to possess electronic soft skills inside and outside the establishment.
- Studying electronic soft skills impact on performance of workers in hotels.
- Developing electronic communication methods in the hotels of the study.
- Focusing on the role of electronic leadership during crises and the importance of activating electronic leadership concepts in preparation for facing future crises.

V. CONCLUSION AND FUTURE SCOPE

The Corona pandemic has significantly affected the nature of hotel work. Because of the quarantine and the difficulty of movement, soft skills and their components have great importance in the administrative process in hotels. Moreover, its effects has become multiple, and the most important of which is its impact on maintaining the quality level of the provided services in light of providing the service without direct contact with the customer. However, the study has confirmed the impact of electronic soft skills on maintaining the quality of services provided in 5-star hotels of the Syrian coast during the period of the Corona pandemic.

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AUTHORS PROFILE

Dr. Bassel Anwar Asaad PhD, in 2017, in the health services sector. The Faculty of Economics, Tishreen University, Syria. Master degree in tourism economics, Tishreen University, Syria in 2012. Master's degree in tourism management in India, NITHM Hyderabad in 2007. Diploma of translation from CIEFL in 2007, India, Ottoman university. Postgraduate diploma from Tishreen University, College of Economics. 6 articles and paper international journals, 15 articles in National Journals, 1 international conferences, 4 National conferences. Executive Manager Four Stars hotel, Life Membership of International Scientific Research Organization and Technology (ISROSET, India).



Loura Mohammad Abbas Tishreen university 2002-2022 (Diploma, Master, PHD), articles, papers, conferences. 6 articles in National Journals, 1 National conferences.



Madline Mohamad Jonbolat Tishreen university / Alethad high school 2000-2022 (Diploma, Master, PHD), articles, papers, conferences. 9 articles and paper international journals, 9 articles in National Journals, 1 National conferences. Albassel Award certificate.

