

<p>The application areas of information technology and its impact on the performance of employees in Alexandria hotels: a comparative study between hotel chains and independent hotels</p>	<p>عنوان البحث</p>
<p>أ. أحمد عبد الكريم أ. د. أشرف عبد المعبود د. ليلي الزلاقي د. نبيل بدران</p>	<p>الباحثين</p>
<p>المجلة الدولية للتراث والسياحة والضيافة، المجلد (١٥) العدد (٢) ديسمبر ٢٠٢١</p>	<p>مكان النشر</p>
<p>Hotels seek to achieve success and progress in all their fields, and the use of technological means in the modern information age in a scientific manner is an important requirement to achieve their goals, and given the multiplicity of areas of application of information technology in hotel units, so hotel establishments of different degrees of tourism, whether affiliated with hotel chains or independent hotels with A private property that strives to pay attention to the application of information technology systems when employees perform their tasks, each in his field of work. The study dealt with the comparison between hotel chains and independent hotels in terms of the areas of application of information technology and its impact on the performance of workers in five-star hotels in Alexandria, and their number was nine hotels affiliated with hotel chains and six independent hotels. To achieve the objectives of the study, a questionnaire was designed and submitted in a personal interview to a random sample of workers in the rooms sector in these hotels in the front office and internal supervision departments. It relied on the quantitative analytical approach to the study by performing a statistical analysis of the data obtained. The results indicated that there were no significant statistically significant differences between hotel chains and independent hotels in terms of the areas of application of information technology in hotel operations and the efficiency of employee job performance, while the results showed that there were significant differences between the two categories of hotels in terms of the extent to which employees tend to use information technology applications and practices. Actual in both the front office departments, and the internal supervision.</p>	<p>الملخص باللغة الإنجليزية</p>