

The Role of Training in Improving Service Quality, Case Study of Condor Electronics Company in Algeria

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Abstract:

This study aimed to determine the impact of training in improving the quality of service at Condor Electronic Industries in Algeria, the questionnaire was used as the main tool for this research, the sample of the study included 120 workers, SPSS program, version 22 was used for statistical data analysis. The most important findings are: There is a statistically significant impact relationship between the composition and the quality of service and its dimensions: Reliability, responsiveness, tangibility and security at the level of morale 0.05%.

Keywords: Training, Condor Electronics Company, Service Quality.

Introduction

The economic and technological development witnessed by the world in recent years has led to an increase in the number of business organizations, which has resulted in increased competition in the market in order to provide products (Goods or services) of high quality, in these environmental conditions, especially competition and the technological environment, especially with the digital transformation and the use of electronic management and digitization in business, activities and commercial and economic transactions with customers (Ostojic & al, 2024, p. 84). In these environmental conditions, organizations have been searching for new competitive advantages. Effective employee training is now a competitive

advantage due to the advantages it offers organizations such as innovation, skills and knowledge development, performance improvement and quality service delivery. Therefore, the big challenge facing business organizations today is how to develop and improve services and reach their quality.

Study Problems

From the above can be raised the following main problem:

How does training contribute to improving the quality of service in the Condor organization?

Sub-Questions

- What is the theoretical framework of formation
- What is the theoretical framework for quality of service
- How does training affect the quality of service at Condor

Study Hypotheses

To elaborate more the topic, we relied on the following hypotheses:

❖ The main hypothesis

There is a statistically significant impact relationship between composition and quality of service at Condor at a morale level of 0.05%.

❖ Secondary hypotheses

• The first secondary hypothesis

There is a statistically significant impact relationship between the composition and after reliability Quality of service at Condor Foundation at a morale level of 0.05%.

• The second secondary hypothesis

There is a statistically significant impact relationship between the composition and the response to the quality of service at Condor at a morale level of 0.05%.

• The Third Secondary Hypothesis

There is a statistically significant impact relationship between the composition and the tangible dimension of the quality of service at Condor at a morale level of 0.05%.

• The Fourth Secondary Hypothesis

There is a statistically significant impact relationship between the composition and the safety dimension of the quality of service at Condor at a morale level of 0.05%.

The importance of Research

The importance of this research is as follows:

- 1- The effective role played by training in the acquisition of knowledge and skills and the development of human resources performance
- 2- The importance of quality services in business organizations in order to satisfy customers
- 3- The role of training in improving service and quality in business organizations

Research Objectives

The main objectives of this research are:

- 1- Knowledge of the theoretical and conceptual framework of composition.
- 2- Knowledge of theoretical and conceptual framework of service quality
- 3- Knowing the impact of training on the quality of service in business organizations.
- 4- Know the impact of the configuration on the quality of service in the Condor Foundation

Study Limitations:

Includes spatial and temporal limits.

Spatial limits: The study was conducted at Condor Electronic Industries in Bourj Bouarraig, Algeria.

Time limits: The duration of this research is: Two months from **05/03/2025 to 05/05/2025**

Previous Studies

1. Study of researchers: Governor of Ahsouni, Yahya Habib Shenin, **electronic business technologies and their impact on the quality of service, in health institutions**, Journal of the Center for Kufa Studies, Volume 1, Issue 71, pp. 369-398, 2023.

The issue which is addressed in this study, is there an impact between the application of e-business technologies and the training of its employees on the quality of health services in the research institutions?

The main objectives of this study are: To identify electronic management techniques in health institutions and their role in improving the quality of service provided. Identify the role of the training of electronic management workers in developing their knowledge and improving the quality of the health service.

The tool used to collect information is the questionnaire, but the statistical analysis was through the SPSS program. The most important findings are: There is a statistically significant relationship between the application of electronic management and the quality of service and there is a statistically significant relationship between the composition of workers in the field of electronic management and the quality of service.

2. Ali Ahmed Ameen AL-Tabtaba, Mansoor Asadi, (2022). E-learning and its impact on the quality of higher education in Iraq: A survey study to faculty members in Baghdad and Al Mustansiriya universities, literature journal, 1(142). 543-582.

The problem of this study is, what impact does e-learning have on the quality of higher education in Iraqi universities from the point of view of the faculty? The main objectives of the study are: To reveal the dimensions and repercussions of e-learning on the quality of higher education in Iraq. Knowing the impact of the formation of professors in the field of e-learning on the quality of higher education. Measure its dimensions from the faculty's point of view. Identify the relationship of the use of electronic education on the quality of higher education in the universities of Baghdad and Mustansiriya according to the opinions of professors.

The tool used to collect the information is the questionnaire and the statistical analysis was through SPSS version 22. The study sample consists of 313 university students. The most important findings are: E-learning does not contribute to the quality of higher education in Iraq. The training of teachers in the field of e-learning contributes to the quality of higher education.

3. AMIK Tri, A strategy to enhance the quality of public administration services at better Tadulako University, Munari Teknik Informatika, Dharma, Palu, Indonesia IJOBSOR, 11 (4) (2024) pp. 444-456

The problem with this study is: Does HR training contribute to improving the quality of administrative services at Better Tadulako University in Indonesia? The main objectives of the study are: To reveal the extent of application of standards related to quality of service, which are reliability, tangibility, response. Empathy and simplification of procedures in Indonesian universities. Disclosure of the contribution of human resources training to the quality of service provided at better Tadulako University in Indonesia. Know the strategy of improving the quality of service provided in Indonesian universities.

The tool used to gather information is the corresponding number of individuals questioned is 50. The most important findings are: Human resources training contributes to improving the quality of administrative services and the quality of education at Better Tadulako University in Indonesia. The quality of administrative services provided at better Tadulako University contributes to the satisfaction of students and staff.

4. Lu, C. X., Ouyang, W. W., & Wu, J. (2020). A Survey on the Satisfaction of Standardized Residency Training in Chongqing. Open Journal of Social Sciences, 8, 39-50.

The problem with the study is: How satisfied are the trainee staff at the Chongqing Co-Accommodation for Patient Care in China on the quality of training and its impact on the quality of health service? The main objectives of the study are: To identify the degree of

satisfaction of the trainees on the quality of health services in the joint accommodation for patient care in Chongqing. Know the relationship between staff training and improving the quality of health service.

The tool used to collect the information is the resolution and the statistical analysis was through SPSS version 20. The study sample consists of 980 individuals. The most important findings are: The majority of respondents are 87.14% satisfied with the training provided to them and contributes to improving the quality of the health service in the joint accommodation for patient care in Chongqing.

5. Singh, S. (2019), Measuring E-Service Quality and Customer Satisfaction with Internet Banking in India. Theoretical Economics Letters, 9, 308-326.

The problem with the study is: How does the use of the Internet affect the quality of service provided in Indian banks? The main objectives of the study are: Knowledge of the dimensions of the quality of banking service in Indian banks, knowledge of electronic banking services Know the relationship between Internet usage in Indian banks and the quality of service provided from the point of view of the beneficiaries of the service.

The tool used to collect information is the questionnaire, but the statistical analysis was through SPSS version 22. The study sample consists of 650 individuals. The most important findings are that there is a statistically significant relationship between the use of the Internet in Indian banks and the quality of service provided.

Comment on Previous Studies

Previous studies dealt with the subject of training and its relationship to the quality of public service in service institutions, in this study we address the impact of the training of workers on the quality of service in industrial institutions (Condor Electronic Industries Corporation Electro - domestic, Algeria).

Study Model:

Independent Variable Configuration and Dependent Variable Service Quality We study the impact of configuration on service quality and dimensions: Reliability, Responsive, tangible, safe.

The First Chapter: Theoretical Framework of Study

In this axis we deal with two aspects: The first aspect: Concepts related to the composition and the second aspect concepts related to the quality of service.

First: Concepts About training

The training of individuals working in business organizations helps to develop their skills, carry out work correctly and improve performance.

1. Definition of training

There are a lot of definitions of composition. We're trying to get into some of them. Training means acquiring new skills and knowledge that allow employees to develop and improve performance in order to achieve the objectives of the organization (Liu & al, 2020, p 40). It is also known as the set of skills and knowledge acquired by the worker in order to develop communication methods and improve performance in business organizations. (Skiba, R ,2020, p160).

The team of training and development of competencies in organizations contributes to improving the skills and knowledge of human resources by preparing effective training programs that help to develop their capabilities and competencies in order to improve performance and access to quality service. (AMIK, Tri D, 2024, p. 448). The composition may be physical or remote, i.e., electronic, unconnected to the boundaries of time and space, i.e., the improvement of distance knowledge. (Yue, X.T & al, 2019, p128).

Based on the above, the following definition can be given: Training is an integrated and regular process aimed at developing and improving the knowledge, capabilities and skills of employees in the organization in order to develop human resources and achieve the objectives and strategy of the organization. Seeking to achieve by providing conditions and factors to improve working conditions, among these factors is the composition

2. Importance of Training

Attention to the human resource is one of the most important goals that advanced organizations, which is an important element in increasing the skills and cognitive and applied abilities of workers within the organization.

The provision of training and training programs for employees in public institutions achieves many benefits for these institutions on the one hand and for employees on the other hand, and this can be explained through the following:

2.1 Importance of Training for Business Organizations

Effective training brings the following advantages to organizations:

- ✓ Increase productivity and organizational performance, as workers acquire the necessary skills and knowledge to perform their jobs help them efficiently perform the required tasks and reduce the time and material resources used.
- ✓ Creating positive attitudes among workers towards work and the organization.
- ✓ Clarify the general policies of the organization and thus increase the performance of employees, by knowing what the organization wants from them.
- ✓ Rationalize administrative decisions and develop the methods, foundations and skills of administrative leadership.

- ✓ Renew and update information in accordance with different environmental variables.
- ✓ Training contributes to building an effective base for internal communications and consulting, where today's business organizations rely on the use of digitalization, that is, the transition from the traditional method to the digital method in the execution of business (Dubart, J, & al 2020, p4). This leads to the development of methods of interaction and communication between working individuals and management and diversify and improve the relationship with customers.
- ✓ Training contributes to improved performance, which reflects positively on the quality of services provided (Al Hubaishi, H, 2020, p 306).

2.2 The importance of Training for Employees

Training brings many advantages to employees, the most important of which are:

- ✓ Assist them in improving their understanding of the organization and clarifying their roles in it.
- ✓ Help them solve their problems at work.
- ✓ Develops and develops motivation and desire towards performance and creates opportunities for growth and development of employees.
- ✓ Help them reduce stress caused by a lack of knowledge, skill or both.
- ✓ Training contributes to the development of the subjective abilities of individuals in the management and well-being of employees.
- ✓ Training contributes to the increase of knowledge, skills, experience and facts related to a particular profession.

It also contributes to the acquisition of optimal ways to perform work efficiently and effectively as training contributes to the development of competencies and skills for employees, and improve their knowledge and level (Ali Ahmed El hiali & Al, 2022, p 407). The high degree of satisfaction of the constituent workers indicates the effectiveness of the composition in the organizations (Iu, C. X, & al 2020, p39).

2.3 Quality of Training Standards

In order for the formative process and the formative programs to be effective and of a quality that benefits the institution to develop its human resources and achieve its objectives, a set of elements must be available, the most important of which are:

- ✓ The importance of integration between the training and the rest of the human resources development processes.
- ✓ integrate training processes and programs, and view training as an integrated process.
- ✓ coordination, integration and integration of the parties to the formation process to form a harmonious and integrated working group.

- ✓ Rely on a strategic view to reach the effectiveness of the training by linking the objectives and effectiveness of the training and the strategies of the organization.
- ✓ The importance of using the effectiveness of training as an incubator to blow the energies and possibilities of individuals working in the institution, with opportunities for them to continue to perform.
- ✓ The importance of developing training techniques through the use of modern information and communication technologies in training programs and processes.
- ✓ Interdependence is the main feature of contemporary management, and is also the prerequisite for the effectiveness of the composition in line with the contemporary administrative direction of the application of the concepts of operations management. The use of digitization, that is, the transition from artificial to digital, helps workers develop their skills (Dubart, J, H, 2021, p4). Modern organizations are using digitization rapidly, relying on information and communication technology and the use of artificial intelligence in training workers, allowing them to acquire new skills (Ali Cheshmehzang, 2021, p27).

Second: Concepts in Service Quality

The main goal of business organizations is to achieve the goals and satisfaction of customers and to achieve this they must develop performance and improve the services provided continuously.

1. Definition of Service Quality

The concept of service is related to the total activities provided by organizations that meet the needs and desires of customers (Leonardo Antonacci & Barone Santos, 2024, p 519). Performance in organizations, whether public or private, has to do with achieving goals in order to provide quality services and satisfy customers. (Bernabé Fochie Tuebou, 2024, p 2699). The concept of service quality is linked to its improvement.

Researcher Najmuddin Abdullah defines service quality as the provision of services that suit the desires and aspirations of customers (Imane Najm Al din Abdullah, Ruba Adnane Mohamed,2024, p45). It also means providing services that are acceptable and satisfactory to the beneficiary public

(Abderahim Ali, Hajar El Habachi , 2022 ,p 31).

2. Dimensions of Service Quality in Business Organizations:

It is also defined as a set of standards owned by the organization that enables it to excel in action based on several elements of tangibility, dependability, empathy and responsiveness. (Wafa Jawad Kazem Al-Yousif & Saleh Mahdi Al-Amri, 2022, p 26). These criteria can be explained as follows:

1. Reliability: The degree of reliance on the service provider i.e. employees so that certain conditions must be met such as efficiency and the ability to complete the work effectively.

2. Tangible: Means the tangible manifestations such as: The external and internal appearance of institutions and their cleanliness such as offices and waiting rooms, the decent and clean appearance of service providers (Haider Ali Saaidi & Sarah Ali Said El amiri, 2022, p76).

3. Responsiveness: Refers to the need for service providers to respond to customer concerns and facilitate procedures and time to obtain them.

4. Security: Means the trust that service providers receive from customers as a result of maintaining the confidentiality and privacy of the users of the service. (Feel Me Inclined, 2023, p. 381).

5. Sympathy: Means a relationship of respect between individual service providers and beneficiaries of services i.e. customers such as customers, these relationships must be characterized by respect, exchange and interaction such as good reception. Scholar Juran examined these criteria in his 1999 paper, Liu, C.-B. A, 2021, p587).

3. Impact of Training on Improving the Service Environment in Business Organizations

Training within the organization contributes to the development of human resources, as the reliance on qualified and constituent individuals constantly helps to develop their competencies and cognitive abilities, theoretical and applied, for example, their training in the use of electronic management, which helps to implement the tasks in the best way and reduce costs and save time and effort, this helps the organization to develop its services and provide quality services. (Hamra, Mouaid Abass, 2022, p94). The widespread use of ICT and digitization in commerce, transactions and various activities of business organizations has also contributed to the quality of services provided (Ostojic & al; 2024, p 84).

Providing the conditions of the training process means providing the necessary resources for the success of the process, including human resources, material resources of devices, means, supplies and financial resources leads to the success and effectiveness of the training and thus the acquisition of new skills and knowledge for employees, which leads to the development of performance and improve the services provided and access to quality. Iman Najmuddin Abdullah and Rabi Adnan Mohammed Al-Jabqji improve the quality of educational services under digital transformation strategies. (Iman Najm Al-Din Abdullah Ruba & Adnan Muhammad Al-Chabaqji, 2024, p 45).

Second Chapter: Field Study

The applied side of the study was at the Condor Foundation, a survey of the views of a sample of employees in the institution on the reality of the composition of workers and its relationship to improve the quality of service provided.

First: Procedures and Tools

1. Study Methods and Tools

In this element, the definition of the study institution, the identification of the community, the sample of research and the tools used were discussed.

1.1 Definition of Condor Foundation

Condor Electronics for Electronic and Electronics Industries is one of the companies of Ben Hamadi Complex established in June 2002 and started its work in February 2003, and is a joint stock company with a capital of: 2.450.000.000 Algerian dinars specialized in the manufacture, marketing and after-sales services for electronics, home appliances and mobile phones.

The headquarters of the Foundation is located in Borg Bouarieg, Algeria, with an area of 160,000 square meters. It has several branches in several states of the country for points of sale, storage, distribution and after-sales services, which makes it closer to its customers on the national level. Condor website a 14:00: Date de consultation: 03/05/2025 www.condor.dz

1.2 Community and Sample Study

The study community consists of all Condor employees, while the sample study was selected a random sample of 120 workers during the period of this research, which is two months from March 5, 2025 to May 5, 2025.

1.3 Study Instrument

The questionnaire was adopted as the main tool to know the views of the respondents on the subject of the study, the questionnaire consists of three main sections:

Section I: Personal Data (Gender, Age)

Section II: Allocate independent variable service quality

Section III: Related to the composition consists of two axes:

The first axis: Training requirements and consists of seven paragraphs: The institution provides the necessary financial means to conduct training courses. The institution provides the necessary material resources to conduct training courses. The organization involves employees in the development of training programs and provides the necessary capabilities to implement them. The institution provides professors and specialized frameworks for the training and education of employees. Modern ICTs are used in formative courses. The institution facilitates the procedures for obtaining training courses for employees. The Foundation coordinates with other institutions in order to provide the necessary capabilities for the training process.

The second axis: Training programs and consists of ten paragraphs: The management of the institution provides training courses for employees.

The number of courses and training programs is sufficient. The content of the formative programs is constantly updated and renewed. The training programs are flexible. The training programs concern some interests and departments in the institution. The Foundation ensures the participation of all employees in training courses. Training courses are regular and ongoing. The training programs correspond to the qualifications held by the participants. Formative courses help raise staff morale. Training courses allow the participation and interaction of human resources in the organization.

Section IV: Allocated to the variable of service quality consists of four dimensions and 14 paragraphs:

First: after reliability, they have three paragraphs: The workers of the Condor Foundation can be relied upon and their ability to provide service. There is trust to deal with the workers of the enterprise. Inform customers of the delivery dates of the goods or service.

Second: After the response: Consists of four paragraphs: The workers of the organization treat customers with respect. Our employees are constantly responding to customer concerns. Paying attention to customers. Provide quick services.

Third: After the concrete: Consists of four paragraphs: The appearance of the institution externally and internally decent. The appearance of the workers is decent. Cleanliness of showrooms and sale of goods

The halls of display and sale of goods are spacious and convenient.

Fourth: After safety: They consist of three paragraphs: There is trust between customers and workers of the institution. Customers have confidence in the products and services offered by the organization. The company has a good reputation with customers.

1.3 Authenticity of the Questionnaire

1.3.1 Credibility of Arbitrators

In order to ensure the authenticity of the questionnaire and then presented to a group of professor's arbitrators in order to ensure the truthfulness.

Based on the evaluation of answers on the five-option Leckart pentagon scale, totally disagreeable 1 disagreeable 2 neutral 3 OK 4 Totally OK 5. As per the following table:

Table 1: Five Leckart Scale Values

Data	Weights
Totally disapproving	1
Not OK	2
Neutral	3
OK	4
Totally OK	5

Source: Done by researchers based on previous studies

1.3.2 Tabulation of the Questionnaire

The Alpha Krumbach coefficient was calculated. So, the results were demonstrated in table 2.

Table 2: Alpha Krumbach Coefficient Value of Study Variables

Data	Alpha Krumbach Coefficient Value	Valuation Value
Section I: Composition 17 paragraph	0.75	Good
Section II: Service Quality 14 paragraphs	0.82	Good
All paragraphs of the questionnaire 31 paragraphs	0.81	Good

Source: Done by researchers based on SPSS outputs version 22.

Through Table 2, the Alpha Krumbach coefficient for the 0.75 variable is high, and for the second variable, the quality of service. It reached 0.82, which is a high value, as for all sections of the questionnaire... The Alpha Krumbach coefficient was 0.81 High value, this value allows us to rely on this questionnaire in our study.

SPSS has been used in data analysis. Descriptive statistical analysis of the data included arithmetic mean, standard deviation, percentages. The Alpha Krumbach coefficient for measuring questionnaire stability, correlation ratios, and the Fischer F test, the simple regression test that is used to determine the degree of impact of the independent variable configuration in the dependent variable service quality.

1. Analysis of Results Related to Personality Variables

1.1 Sample Distribution by Sex

Table 3: Sample Distribution by Sex

Personal Data (Gender)	Number	Percentage
Male	75	56%
Female	45	44%
Total	120	100%

Source: Done by researchers based on SPSS outputs version 22.

Based on the table above, it is clear that the sample members of the male sex are larger than the sample members of the female sex.

1.2 Age Distribution of Samples:

Table 4: Age Distribution of Samples

Personal Data (Age)	Number	Percentage
From 20 years to 29 years	25	20.83%
30 to 39 years	40	33.33%
40 to 49 years	30	25%
50 to 59 years	20	16.66%
60 years and older	5	4.16%
Total	120	100%

Source: Done by researchers based on SPSS outputs version 22.

Based on this table, the 30-39 age group is the most questioned with 33.33%, followed by the 40-49 age group with 25%, the 20-29 age group with 20.83% and the rest.

2. Data Analysis

2.1 Analysis of Metadata Data of Independent Variable Composition

The arithmetic average and standard deviation of the digitization variable were calculated

Table 5: Arithmetic Mean and Standard Deviation of the Digitization Variable

Number	Data	Arithmetic Average	Standard deviation
1	The institution provides the necessary financial means to conduct training courses	3.80	0.63
2	The institution provides the necessary material capabilities to conduct training courses	3.60	0.64
3	The institution involves employees in the development of training programs and provide the necessary capabilities to implement them	2.80	0.65
4	The institution provides professors and specialized frameworks for the training and education of employees	3.60	0.57
5	Modern ICT is used in formative courses	4.50	0.83
6	The institution facilitates the procedures for obtaining training courses for employees	4.5	0.70
7	The Foundation coordinates with other institutions in order to provide the necessary capabilities for the formation process	4.8	0.78
8	Enterprise management provides training courses for employees	4.3	0.75
9	Number of courses and training programs adequate	3.46	0.62
10	The content of the configurations is constantly updated and renewed	4.2	0.70
11	Training programmes are flexible participation of all employees in the training courses	3.2	0.85
12	The training programs concern some interests and departments in the institution	3.3	0.68
13	The Foundation ensures the	4.2	0.70
14	Training courses are regular and continuous	3.9	0.60
15	The formative programs correspond to the qualifications held by the participants	3.95	0.72
16	Formative courses help raise staff morale	4.3	0.70
17	Training courses allow the participation and interaction of human resources in the organization	4.1	0.76
Total	Total Configuration Variable Criteria	4.08	0.69

Source: Done by researchers based on SPSS outputs version 22.

From the table we note that the arithmetic average of most of the answers was in the approval box and the highest value was: 4.8 The arithmetic average of the total paragraphs of the composition variable is: 4.08 and is in the approval field and this is explained by the availability of the composition in the Condor Foundation.

2.2 Analysis of Variable Descriptive Statistics Data of Quality of Service

The arithmetic average and standard deviation of the educational service quality variable were calculated.

Table 6: Arithmetic Mean and Standard Deviation of the Educational Service Quality Variable in Higher Education

Data	Arithmetic Average	Standard deviation
Reliability	3.61	0.61
Response	3.90	0.74
Tangible	3.2	0.59
Security	3.59	0.69
Total standards (quality of service 24 paragraphs)	3.54	0.70

Source: Done by researchers based on SPSS outputs version 22.

It is clear from these results that the arithmetic average of the quality of service response dimension is the highest value explained by the response of workers at Condor to customer concerns, and then the rest of the dimensions are in the degree of approval.

Third: Testing the Validity of the Study Hypotheses

1. Main hypothesis test

There is a statistically significant impact relationship between training and quality of service at Condor at 0.05%.

Finding the explanatory power of the model

In order to test the explanatory power of the model, the Pearson R correlation coefficient, the R2 determination coefficient, the F test between the independent variable configuration and the service quality variable of the Condor Foundation were calculated as follows:

Table 7: Test Study Model

Correlation coefficient Pearson R	Determination coefficient R ²	Test F	Morale level Sig
0.76	0.287	7.321	0.006

Source: Done by researchers based on SPSS outputs version 22.

Based on the table, it turns out that the value of the Pearson R correlation coefficient is 0.76, which confirms a positive correlation ratio 76% between the training and the quality of service at Condor Foundation and the rest is due to other reasons. The determination factor of R² was 0.287, which indicates that any increase in the quality of service at Condor is explained by a 28.7% configuration. For the F test the morale level is 0.006. It is less than 0.05. That is, this model is valid for this study.

To test the validity of the main hypothesis, a simple linear regression between the two variables of configuration and service quality was used in the Condor Foundation

The results were as follows:

Table 8: T test for Study Variables

Study variables	β Value	Value t Calculated	Level of Morale Sig Configuration
Service	2.721	2.987	0.006
quality	0.487		0.006

Source: Done by researchers based on SPSS outputs version 22.

These results show that the calculated t value is 2.987, which is greater than the value in Table 1.95. The level of morale is less than 0.05 and from this we confirm the validity of the main hypothesis there is a statistically significant impact relationship between the composition and the quality of service at the level of moral content 0.05%, and this explains that any increase in improving the quality of service caused by the composition by 48.7%.

Partial Hypothesis Testing

1. First secondary hypothesis

There is a statistically significant impact relationship between the composition and the reliability of the quality of service at the level of morale 0.05%. To test the validity of this hypothesis, a simple linear regression between the two composition variables was used, and after dependability of service quality the results were as follows:

Table 9: Test Values of The First Secondary Hypothesis

Training	Value R	Value t	Value β	Level of Morale Sig
Reliability	0.580	2.783	0.345	0.008

Source: Done by researchers based on SPSS outputs version 22.

The value of the Pearson R correlation coefficient is 0.580, which confirms a positive correlation of 58%. Between the training and after the reliability of the quality of service at the Condor Foundation. The value of t is: 2.783, which is greater than the tabular value of t 1.95 and the moral level of 0.008 is less than 0.05, from which we confirm the validity of this hypothesis there is a statistically significant influence relationship between the composition and the reliability of the quality of service at Condor. At 0.05% morale.

2. Second Secondary Hypothesis

There is a statistically significant impact relationship between the composition and after responding to the quality of service at the level of morale 0.05%. To test the validity of this hypothesis a simple linear regression was used between the two composition variables and after responding to the quality of service the results were as follows:

Table 10: Second Secondary Hypothesis Test Values

Training	Value R	Value t	Value β	Level of Morale Sig
Responsiveness	0.760	3.758	0.495	0.008

Source: Done by researchers based on SPSS outputs version 22.

The value of the Pearson R correlation coefficient of 0.760 confirms a positive correlation of 76% between the composition and the response to the quality of service at Condor. The value of t is 3.758 greater than the tabular value of t 1.95 The moral level of 0.008 is less than 0.05 and from it we confirm the validity of this hypothesis there is a statistically significant influence relationship between the composition and after responding to the quality of service at Condor. At 0.05% morale.

3. Third Secondary Hypothesis

There is a statistically significant influence relationship between the composition and the tangible dimension of the quality of service at the level of moral content 0.05%. To test the validity of this hypothesis a simple linear regression was used between the two variables of composition and after the tangible quality of service results were as follows:

Table 11: Test Values of Secondary Hypothesis III

Training	Value R	Value t	Value β	Level of Morale Sig
Tangibility	0.38	4.562	0.482	0.008

Source: Done by researchers based on SPSS outputs version 22.

The value of the Pearson R correlation coefficient is: 0.38 confirms a positive correlation of 38%. Between the composition and the tangible dimension of the quality of service at the Condor Foundation. The value of t is: 4.562 greater than the tabular value of t 1.95 and the moral level of 0.008 less than 0.05 and from it we confirm the validity of this hypothesis there is a statistically significant influence relationship between the composition and the tangible dimension of the quality of service at Condor. At 0.05% morale.

4. Fourth Secondary Hypothesis

There is a statistically significant impact relationship between the composition and the safety dimension of the quality of service at the level of moral content 0.05%. To test the validity of this hypothesis a simple linear regression was used between the two composition variables and after responding to the quality of service the results were as follows:

Table 12: Test Values for The Fourth Secondary Hypothesis

Training	Value R	Value t	Value β	Level of Morale Sig
Security	0.410	3.356	0.321	0.008

Source: Done by researchers based on SPSS outputs version 22.

The value of the Pearson R correlation coefficient is: 0.410 confirms a positive correlation of 41%. Between training and safety for the quality of service in the Condor Foundation. The value of t is 3.356 greater than the tabular value of t 1.95 and the moral level of 0.008 is less than 0.05, from which we confirm the validity of this hypothesis there is a statistically significant influence relationship between the composition and the safety dimension of the quality of service at Condor. At 0.05% morale.

Conclusion

At the end of our study of this research we came up with a set of results, the most important of which are:

- Condor Algeria has been able to impose itself in the Algerian market and some foreign markets in Africa thanks to the adoption of the management of the institution to an effective strategy for the formation of human resources, which has affected the improvement of products and services provided to customers.

- There is a statistically significant impact relationship between the composition and the quality of service in the Condor Foundation at the level of morale 0.05%,
- There is a statistically significant impact relationship between the composition and the reliability of the quality of service at the Condor Foundation at the level of moral content 0.05%,
- There is a statistically significant impact relationship between the composition and after the response to the quality of service in the Condor Foundation at the level of morale 0.05%,
- There is a statistically significant influence relationship between the composition and the tangible dimension of the quality of service at the Condor Foundation at the level of moral content 0.05%,
- There is a statistically significant impact relationship between the composition and the safety dimension of the quality of service at the Condor Foundation at the level of moral content 0.05%,

Recommendations

- Mainstreaming the use of digitization and electronic management in the Condor Foundation and in the process of human resource formation in order to continuously improve the quality of products and services provided.
- Expanding the points of supply and sale of the organization's products throughout Algeria, with the aim of bringing the organization closer to customers and improving the service.
- Training courses for Condor workers are adapted.

Study Prospects

A list of some topics for the present research can be suggested:

- The importance of the use of artificial intelligence in business organizations and its role in improving the quality of goods and services.
- The role of digitalization in improving communication between business organizations and achieving customer satisfaction.

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