

DIGITAL TRANSFORMATION AND ITS EFFECTS ON HUMAN CAPITAL DEVELOPMENT IN THE TELECOMMUNICATION INDUSTRY IN GHANA.

NAME: John Armstrong Asabil Etroo.

ABSTRACT

Human capital development is critical for the Digital Transformation (DT) transition. However, the literature has paid little attention to the relationship between DT and human capital development (HCD), especially in the Ghanaian telecommunication industry. Understanding the conditions that strengthen or weaken this direct relationship are unexplored; thus, this study investigates how DT affects HCD in the telecommunication industry by drawing on the contingency, resource-based, and organizational learning theories. It also explores the factors that moderate the relationship between DT and HCD. This study adopts the quantitative research method. The data used for the study was gathered using a questionnaire from 595 employees in the Ghanaian telecommunication industry. Exploratory Factor Analysis (EFA) and descriptive statistics were performed using Statistical Package for Social Sciences (SPSS version 25). This study applies the Hierarchical Multiple Regression technique to test the research model with its developed hypothesis using SPSS version 23. The results showed a significant positive relationship between digital transformation and human capital development; and it was found that operational processes and business model significantly moderate the direct relationship between DT and HCD. However, the moderating effect of service quality on the relationship between digital transformation and human capital development was not supported. This study concludes that firms should not treat or consider digital transformation in isolation towards their human capital development. To the best of the researcher's knowledge, this study is one of the first to investigate how DT impacts HCD in the Ghanaian telecommunication industry.

Keywords: Digital Transformation; Human Capital Development, Business Model Innovation; Telecommunication Industry.