

# Research on the Employee's Incentive Mechanism Construction on Economic Hotel Management

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**Abstract.** The tourism industry has entered the stage of popular development worldwide. At the same time, business activities in various industries are becoming increasingly frequent. As a new type of hotel, the economic hotel provides good facilities and services for guests while charging relatively low prices. Although the current economic hotel has a good development space, its human resource management still exposes many problems, such as the lack of a performance evaluation system, poor salaries and treatment of employees, and unqualified employee training. These problems have hindered the good development of the hotel in the future and are not conducive to the hotel obtaining a lasting competitive advantage. If economic hotels want to change this situation, they need to establish a scientific and perfect staff incentive mechanism system. Based on reading a large number of existing literatures on related topics, this paper summarizes the concepts and opinions of representative scholars on the establishment of employee incentive mechanisms in economic hotels. At the same time, starting from the theoretical concept, this paper investigates employees' evaluation of the employee incentive mechanism implemented by their work hotels in the form of questionnaires to summarize the problems existing in the current economic hotels in terms of employee salary and welfare, performance appraisal, training and learning, promotion space, etc., to analyze the current problems hindering the development of economical hotels and propose corresponding solutions.

**Keywords:** Economic Hotel; Incentive Mechanism; Employees.

## 1. Introduction

### 1.1. Research Background

Under the situation that the market competition environment of the entire international community tends to be intense, if modern enterprises want to safeguard their core competitiveness and improve their market share in the industry to achieve the goal of long-term development, they need not only to innovate on their existing basis but also rely on their talent resources to promote the future development of enterprises. Especially in the current new form of economic development, strengthening human resource management and implementing employee incentive mechanisms is the key way to break through the bottleneck of economic downturn [1]. As the leading industry under the tertiary industry, the hotel industry greatly demands service-oriented talents. However, the hotel industry lacks sufficient awareness of talent selection and training, and the hotel management has not paid enough attention to establishing an employee incentive mechanism. This has led to many problems in the hotel industry, such as low employee loyalty and happiness and high talent mobility, and has hindered the economic development process of the hotel industry. Only by accelerating the development and implementation of employee incentive mechanisms can the hotel industry effectively improve employee efficiency and promote the long-term development of the hotel. Therefore, this paper will combine the actual situation of the current hotel industry, take the economic hotel human resources as the research object, and study human resources management in the hotel industry and the construction of related incentive mechanisms [2].

### 1.2. Literature Review

Pu pointed out in his research that there are three significant shortcomings in the current human resource management of the hotel industry. The first one is that the hotel industry lacks a scientific

capacity structure. Due to the lack of labor force in the hotel industry, many hotel staff is currently in important positions, but their abilities are not enough for the position; Secondly, the construction of a professional structure in the hotel is not scientific enough. Nowadays, many senior executives in the hotel are promoted from the front line and have rich practical experience. At the same time, some employees are not hotel management professionals, with limited vision, few reserves of professional knowledge, uncertain management direction, and insufficient innovative thinking; Thirdly, there is a lack of scientific hierarchy in the hotel industry. As a labor-intensive industry, the hotel has repeatedly lowered its recruitment threshold in order to ensure a sufficient labor force, resulting in low education, lack of professional knowledge, and low overall quality of employees in the current hotel industry [3].

Li believes that human resources are the most important strategic resources in the hotel industry. Only by relying on scientific and reasonable incentive mechanisms can the research ensure the smooth operation of human resources as a strategic resource. One of the important purposes of implementing the incentive mechanism in the hotel industry is to stimulate employees' enthusiasm to maximize the hotel's economic benefits. The open system formed by the combination of hotel spiritual and cultural security and material incentive mechanism has played a significant role in promoting the further development of the hotel industry [4].

Wang pointed out in his investigation that the current incentive mechanism's role in enterprise management development cannot be underestimated. At the current stage, hotel staff, as a key component of enterprise development, has greatly affected the hotel's survival. If managers want to stimulate employees' enthusiasm, they need to implement the incentive mechanism fully. With the improvement of employees' enthusiasm, their work efficiency will continue to improve, thus occupying a place in the fierce market competition. If the hotel wants to increase its turnover or economic benefits, it must improve its service level. The hotel can encourage employees to improve their service level and further cultivate their team awareness and job loyalty by improving their salary, remuneration, and welfare [5].

From the perspective of the role of incentive mechanisms, Shi Shuang believes that the current incentive policy is extremely important in all industries. From the hotel's top management to the hotel's basic staff or internal organizational structure, incentive mechanisms are needed to promote. Since social development, the price of labor has gradually increased in proportion to operating costs, so improving the efficiency of the limited labor force is extremely important. At the same time, relying on a reasonable and scientific incentive mechanism can help ensure employee loyalty, attract and retain high-end talents, and effectively control the talent flow rate of employees [6].

In the current academic field, most scholars mainly focus on the hotel industry as a starting point, focusing on all hotels' employee incentive policies and studying the human incentive mechanism's development status in the hotel industry. Compared with the hotel industry, there are few pieces of literature from the perspective of economical hotels to study the current situation of human resource management in economic hotels and the development of incentive mechanism policies and systems for employees in economic hotels. However, with the rapid development of the current economy, when people's quality of life has been significantly improved, consumers' requirements for the quality of hotel accommodation have improved, forcing the hotel industry to improve further its services, especially the current economic chain hotels with higher cost performance ratio. Compared with high-end star hotels, economy hotels are favored by people because they have better environments and lower prices. However, many problems cannot be ignored in the employee incentive mechanism of economy hotels [7]. Therefore, this paper will start with the economic hotel, study the construction of incentive mechanisms for economic hotel management staff, and hope to help promote the development of economical hotels.

### 1.3. Research Framework

First, this paper will analyze and summarize the current situation of implementing employee incentive mechanism policies in economic hotels. Secondly, through the analysis of the data collected

from the questionnaire survey, combined with the analysis of the existing literature, it analyzes the problems existing in the construction of the employee incentive mechanism framework in the current economic hotels and the reasons for the problems. Finally, according to the existing problems, corresponding solutions and improvement suggestions are proposed.

## **2. Method**

### **2.1. Questionnaire Method**

A questionnaire survey is a method of collecting data by formulating a relatively complete and detailed questionnaire and distributing it to the respondents, who are required to answer questions according to their cognition. The questionnaire is usually based on multiple-choice questions or blank-filling questions. According to different carriers, it can be divided into the offline paper questionnaire and online questionnaire. This paper will use the online form to issue questionnaires to the current economic hotel employees to assess their satisfaction with the employee incentive policies currently adopted by the hotel. Through the analysis of the collected information, the research can understand the views of employees currently working in economic hotels on the incentive system implemented by their hotels and find out the loopholes and problems in the current incentive system from the perspective of employees so as to facilitate practical improvement measures. In summary, the research can better understand the development status of human resources in economic hotels.

### **2.2. Literature Research Method**

The literature research method refers to obtaining the existing literature resources in the current academic field by consulting keywords according to the needs of research purposes, comprehensively and objectively grasping the research status of the problems to be studied so as to deepen the author's views on the current research. In this paper, by using the literature research method, the article compares and analyzes different scholars' research on the hotel industry's employee incentive mechanism. Meanwhile, it combines research with the data surveyed so far in the industry. Then summarize researchers' common points, distinguish different points from various views, and finally suggest suggestions for improving the current employee incentive mechanism in economic hotels.

## **3. Result**

### **3.1. Industry Background**

With the continuous development of China's current economic level, GDP shows a steady growth trend. The change in people's consumption concept has promoted the development of China's tourism industry. According to statistics, as of January 2020, the number of economical hotels in China has reached 287000, accounting for 84.9% of the total number of hotels in China; The number of economy hotel rooms in China reached 11.496 million, accounting for 65.2% of the total number of hotel rooms in China [8]. In the Chinese market, the economy chain hotels represented by "Home Inn" are the most prominent.

As a popular choice for people to travel and stay, economy hotels have huge business opportunities in the Chinese market. Since the development of "Jinjiang Star" under the Shanghai Jinjiang Group in 1996, the chain hotels of various brands are growing rapidly at 200% - 300%. The reason why economy hotels can develop so rapidly in China is that economy hotels are mainly aimed at middle and low-level consumers, with students and tourists as the main service objects, so that ordinary consumers can enjoy facilities, equipment, and staff services similar to those of star hotels at a low price. After discovering that China's economy hotel has a huge development market, western hotel brands such as "Super 8" and "Ibis" have entered the Chinese market and occupied a large market share [9].

### 3.1.1 Current Status of Employees

According to the results of 107 questionnaires collected this time, combined with the research of industry scholars, it is not difficult to summarize that although the current economic hotels in China have developed rapidly, many management problems in talent have emerged. For example, unreasonable salaries of employees, lack of perfect social insurance, unreasonable performance appraisal indicators, and inadequate combination of appraisal results with salary and welfare, This has resulted in low quality of employees in economic hotels, lack of attention to employee training, lack of strategic awareness of management, and high brain drain rate. Suppose the hotel's top management cannot improve and manage the current situation. In that case, the employees of the economic hotel will not see the future development prospects of the hotel, thus reducing their loyalty to the hotel and ultimately losing confidence in the hotel industry.

As a representative enterprise in the tertiary industry, the guest service of the economy hotel is the top priority in the overall service process. Whether the hotel staff can actively provide high-quality, detailed, and efficient services to customers through direct contact with customer groups directly impacts the hotel's social image and economic benefits. Therefore, only by establishing a scientific, efficient, reasonable, and practical employee incentive mechanism and by establishing the sense of ownership of employees can economic hotels stimulate their subjective initiative and enable employees to participate in the hotel's operation can they improve the competitive market advantage of economical hotels.

### 3.1.2 Data Analysis

A total of 124 questionnaires were distributed in this survey. Through data screening and logical verification, invalid questionnaires were excluded, and 107 valid questionnaires were obtained, with an effective rate of 86.29%. The general standard of questionnaire statistics was met to ensure the data's representativeness, preciseness, and scientificity. In social practice, 10 people were interviewed to improve and supplement other research aspects within a certain range [10].

#### 3.1.2.1 Sample Overview

In the overall sample, boys accounted for 29.91% and girls 70.09%; The main respondents are those who have been or are currently employed in economy hotels; The respondents ranged in age from 18 to 50 years old, and the survey sample was extensive.

#### 3.1.2.2 Survey Results and analysis

1. What department do you currently work in?

**Table 1.** Working Department

A. Housekeeping Department	30.64%
B. Finance Department	16.12%
C. Engineering Department	11.29%
D. Security Department	4.03%
E. Food and Beverage Department	18.54%
F. Recreation Department	6.45%
G. General Office	4.03%
H. Marketing Planning Department	0.80%
I. Front Office Department	8.06%

Analysis: According to Table 1, at present, the practitioners in the field of economical hotels are scattered in various departments of the hotel, most of which are the Room Service Department, the Food and Beverage Department, and the Finance Department. In comparison, the number of employees in the Marketing Planning Department and the General Office is less. It reflects that the current demand for labor force in economic hotels is mainly concentrated in front-line posts. In contrast, the demand for personnel in second-tier departments is relatively small.

2. What is your current educational background?

**Table 2.** Educational Background

A. Bachelor's degree or above	27.41%
B. Junior college	34.67%
C. Technical secondary school	33.87%
D. Junior high school	3.22%
E. Below junior high school	0.80%

Analysis: According to Table 2, most of the employees in the economical hotels have technical secondary school or college degrees, a few are undergraduates, and very few have a junior high school or lower education. It is not difficult to see that the overall quality and professional level of employees in current economic hotels need to be improved, and economical hotels need professional and high-quality talents.

3. Do you know your salary structure?

**Table 3.** Employees' Salary Structure

A. Very clear	46.67%
B. Quite clear	16.67%
C. I never cared	26.67%
D. I don't know about it	10%
E. Nobody ever mentioned it to me	0%

Analysis: According to Table 3, at present, most economical hotel employees know their own salary structure very well; only a few employees expressed no concern or did not remember the current salary structure; No employee said that there was no explanation about the salary structure in the hotel where he worked. Therefore, the current employees attach great importance to their salary structure, and economical hotels need to pay enough attention to ensure employee satisfaction and loyalty.

4. Are you satisfied with your gross salary?

**Table 4.** Attitude to Gross Salary

A. Extremely satisfied	19.35%
B. Quite satisfied	17.74%
C. It doesn't matter	3.22%
D. Not satisfied	30.64%
E. Extremely dissatisfied	29.03%

Analysis: According to Table 4, under the current economic hotel system, employees have different attitudes towards wage share. Most employees are dissatisfied with their total wages, and a few approve of their total wages.

5. Do you think the current salary structure is reasonable?

**Table 5.** Attitude to Salary Structure

A. Very reasonable	8.06%
B. Relatively reasonable	18.54%
C. It doesn't matter	2.41%
D. Not very satisfied	37.90%
E. Extremely dissatisfied	33.06%

Analysis: According to Table 5, at present, most employees think that the salary structure implemented by the economy hotel they work in is unreasonable, and they are very dissatisfied with their work structure; A few employees believe that their salary structure is within a reasonable range.

Therefore, the economy hotel needs to adjust the salary of employees according to the needs of employees and the actual situation of the development of the labor market while keeping up with the development of the hotel market.

6. Your overall evaluation of your hotel's social insurance

**Table 6.** Evaluation of Social Insurance

A. Extremely satisfied	0.00%
B. Quite satisfied	28.57%
C. It doesn't matter	14.29%
D. Not very satisfied	57.14%
E. Extremely dissatisfied	0.00%

Analysis: According to Table 6, more than half of the employees say they are dissatisfied with the social insurance provided by the hotel where they work. Only a few employees say they can accept the current insurance system. Economy hotels need to improve the quality of the insurance system they should provide employees as soon as possible to increase their sense of belonging and security.

7. Are you satisfied with your bonus?

**Table 7.** Attitude to Bonus

A. Extremely satisfied	6.45%
B. Quite satisfied	16.93%
C. It doesn't matter	2.41%
D. Not very satisfied	34.67%
E. Extremely dissatisfied	39.51%

Analysis: According to Table 7, most of the employees expressed dissatisfaction with the current bonus paid by the hotel; Few employees are indifferent to the bonus; Fewer employees are satisfied with their bonuses. Economical hotels need to introduce and implement a bonus system for their employees as far as possible to encourage employees to work actively through bonuses.

8. Your overall evaluation of your hotel's performance appraisal

**Table 8.** Evaluation of Performance Appraisal

A. Extremely satisfied	8.06%
B. Quite satisfied	11.29%
C. It doesn't matter	9.67%
D. Not very satisfied	30.64%
E. Extremely dissatisfied	32.25%

Analysis: According to Table 8, more than 60% of employees are not satisfied with the performance appraisal of their hotels; Very few employees say they don't care. Therefore, economic hotels should collect employees' views on performance appraisal from the perspective of employees so as to improve and improve the hotel's appraisal indicators.

9. What do you think of the performance of your hotel's assessment?

**Table 9.** Attitude to Performance Assessment

A. Very strict	14.29%
B. Quite strict	14.29%
C. Assessment becomes a mere formality	71.43%
D. Very lax	0.00%
E. Not clear	0.00%

Analysis: According to Table 9, up to 70% of employees think that the hotel assessment system they work in is just a formality; The other 30% of employees said that the hotel they worked in had a

relatively strict assessment system. Therefore, the economy hotel must understand the authenticity of the assessment system implemented by the current hotel, put an end to formality, and strictly implement the assessment system to improve the quality of staff work.

#### 10. Evaluation of the combination of assessment results and compensation and welfare

**Table 10.** Evaluation of Combination

A. The combination is perfect	28.57%
B. The combination is not very good	42.86%
C. Neither of them matters	28.57%
D. Completely decided by the leader	0.00%

Analysis: According to Table 10, most employees think that the economic hotel they work in can combine the assessment results with employee compensation and welfare. In contrast, nearly 30% of employees think the two are not closely linked. Therefore, the human resources management department of the economic hotel needs to improve its salary and welfare system. At the same time, reasonably compare the performance of the employees' performance appraisals and provide salary subsidies to the outstanding employees to improve their work enthusiasm.

#### 11. Your evaluation of the combination of appraisal results and promotion

**Table 11.** Evaluation of Combination

A. The combination is perfect	18.54%
B. The combination is not very good	25.00%
C. Neither of them matters	32.00%
D. Completely decided by the leader	24.00%

Analysis: According to Table 11, more than half of the employees think that the appraisal results can not affect the promotion process of employees, and even most employees' promotion is only decided by their leaders. Economical hotels need to implement and improve their assessment system and end the phenomenon that leaders assign employees to promote.

#### 12. Your evaluation of your hotel's promotion system

**Table 12.** Evaluation of Promotion System

A. Extremely satisfied	6.45%
B. Quite satisfied	16.93%
C. It doesn't matter	2.41%
D. Not very satisfied	34.67%
E. Extremely dissatisfied	39.51%

Analysis: According to Table 12, more than 70% of employees are dissatisfied with the hotel's promotion system, reflecting current economic hotels' lack of implementation and employee incentive mechanisms. Dissatisfaction with the promotion system will greatly affect employees' enthusiasm. It will easily lead to increased employee turnover, which is not conducive to developing economical hotels.

#### 13. Does the hotel attach importance to excellent employees?

**Table 13.** Hotel' Attitude to Excellence Employees

A. Great importance	18.54%
B. More attention	24.19%
C. Insufficient attention	27.41%
D. I never cared about it before	9.67%
E. No attention at all	20.16%

Analysis: According to Table 13, economy hotels pay more attention to outstanding employees. About 40% of hotels can attach importance to and encourage employees to work actively. Still, nearly 50% of hotels lack attention to excellent employees, greatly dampening employees' enthusiasm for work.

14. How about the staff turnover of your hotel in recent years?

**Table 14.** Evaluation of Staff Turnover

A. Very serious	34.67%
B. Relatively serious	25.80%
C. Generally serious	16.93%
D. Not too serious	12.09%
E. Almost none	10.48%

Analysis: According to Table 14, more than 70% of employees said the hotel has a high staff turnover rate. It reflects the low job stability rate and low loyalty of employees in current economic hotels. Economical hotels easily fall into the dilemma of brain drain and lack of high-quality staff.

### 3.2. Current Status of Employees: Current Problems and Causes

Through the integration and analysis of the questionnaire data, combined with the analysis of the existing literature in the field, this article summarizes the following problems in constructing the incentive mechanism for employees in current economic hotels.

1. There are loopholes in the construction of the salary system of economical hotels

When comparing the salary of economic employees, in addition to the salary of other employees in the same position in the hotel, it also needs to be compared with the salary of other hotels in the research area. The survey shows that the wages of front-line employees in the economy hotel industry are about twice as low as those of high-star hotels. The structure of economy hotels, as the name suggests, is called economy because such hotels, in order to improve operating profits, strictly control costs while also streamlining their staff organizational structure[11]. Therefore, the economy hotel usually adopts the working system of "one person with many posts". The work content increases, the customer group increases, and the psychological pressure on employees is also greater. However, the salary employees pay cannot be directly proportional to their efforts, leading to dissatisfaction with the hotel's salary system.

At the same time, most economical hotels adopt the "post-level work system". Based on the fixed salary level, the performance pay accounts for a small proportion, which has little incentive effect on employees. A fixed salary system that does not follow market changes will not motivate employees but will dampen their enthusiasm for work [12].

2. Lack of perfect performance evaluation system

From the data collected from the current employee questionnaire survey, it is not difficult to find that the assessment content of most budget hotels is one-sided and lacks a clear assessment basis and regulations. In the daily performance assessment, the performance of employees is very little related to salary and reward, which cannot reflect the real purpose of performance assessment. It is mainly reflected in the extensive trend of the assessment system and the lack of persuasiveness of the assessment results, which will lead to the equalization of the employee bonus. The bonus does not play an incentive role and will lead to employees not paying attention to performance evaluation [13].

3. The hotel's training for its management and employees did not meet the standards

The training system in economic hotels is mainly aimed at front-line grass-roots employees, and the training for senior managers is very little and not systematic. For staff training, economic hotels lack a training system that matches their management system, resulting in low willingness and formality of staff training. In addition, the training for grass-roots employees mostly stays at the stage of talking on paper and only through the teaching of managers to obtain theoretical knowledge, not combined with actual drills, and put it into practice [13]. As for the training of managers, the training they received was limited to the internal of the enterprise, and there was a lack of communication and

learning with other hotels in the industry. At the same time, managers receive very little training and only spend time training their subordinates, not more to improve their management level [14].

#### 4. Ambiguous personal development prospects of employees

In the current market context, employees working in the hotel industry attach great importance to their own promotion opportunities. If the hotel enterprise can not meet its employees' spiritual needs and career pursuits, it will not achieve long-term development [15]. The questionnaire survey shows that most employees in current economy hotels believe their promotion depends only on their leaders' decisions. While the hotel can not guarantee their promotion, employees have few opportunities to promote. This will lead to many employees who should have been promoted to the top can only be confined to work at the grass-roots level, can not be promoted, can not see their own development prospects, and will naturally leave to choose other industries.

## 4. Discussion

### 4.1. Optimize and Improve Employee Salary and Bonus System

If the current economy hotel wants to improve employee satisfaction, developing a scientific salary structure is key. By formulating a reasonable salary system and ensuring its timely optimization, it can not only ensure the loyalty and satisfaction of excellent employees within the hotel but also attract outstanding foreign talents, thus improving the competitiveness and sustainable development of the hotel.

At present, within the scope of the economy hotel market, the fixed salary system implemented by most hotel brand groups is too rigid and lacks vitality. Therefore, the combination of a fixed salary and bonus system can be adopted to improve employees' enthusiasm.

### 4.2. Improve the Hotel's Internal Performance Appraisal System

The economic benefits of economical hotels complement the work performance of their employees. Whether the employee's work performance is excellent or not has a great impact on whether the hotel's economic efficiency can be improved, and whether the hotel's economic efficiency can be improved or not determines whether the employee's subsequent salary can be increased.

A perfect performance evaluation system should include performance, ability, work attitude, and department satisfaction. First of all, the hotel management should carry out professional training for its employees to make each employee familiar with their performance indicators and evaluation standards; In addition, the management needs to set regular workloads for employees to encourage them to improve service quality while meeting the hard standards set by the hotel, so as to reach the soft indicators. Secondly, because employees' attitudes largely determine their work quality, economy hotels must regularly assess their workability and attitude, especially their work style and ideology. Finally, the hotel can take the department as a small unit to measure employees' work through grouping and segmenting dynamically. Each department regularly scores the recent performance of employees, which can not only reflect the department's satisfaction but also inspect the working condition of the department [15].

### 4.3. Improve Employee Incentive Mechanism

As a service industry, employees in the hotel industry will have the closest contact with customers in the work process, so the working status and attitude of employees play a great role in evaluating hotel qualifications. Therefore, based on ensuring employees' working ability, economic hotels need to establish an incentive mechanism for employees within the hotel if they want to improve the solidarity of employees and urge employees to work together to achieve the expected goals.

When establishing employee incentive mechanisms, economy hotels must combine classic incentive theories such as Maslow's demand theory and expectation theory as practical guidance [16]. At the same time, economic hotels should also achieve personalized treatment, that is, establish different incentive and security mechanisms for employees currently in different jobs, development

stages, and work abilities. Only by taking a variety of incentive measures to reasonably meet the normal needs of employees can employees feel happy and happy in this work and environment atmosphere and improve their enthusiasm.

#### **4.4. Help Employees Establish Future Career Plans**

In the hotel market, the human resources department of economic hotels is mainly responsible for the recruitment, training, and promotion of employees. However, in order to enable employees to understand the hotel's situation as soon as possible and improve their job proficiency, blindly giving employees a lot of training will not enable the hotel's talents to connect well with their positions, and employees will not be able to understand the unique corporate culture of the hotel.

Therefore, economic hotels must seriously help employees to establish future career plans. Economy hotels need to interview and investigate employees' career goals and study the subjective and objective conditions of each employee's career for personalized analysis so as to help them determine their career plans for at least three years and assist employees in choosing specific ways to achieve the plan [15]. There are two points to pay attention to. First, in career planning for employees, economic hotels should consider employees' ideology and professional ethics in addition to their work performance. Secondly, the hotel should adopt different career planning strategies for employees of different ages, positions, and personalities.

#### **4.5. Improve Employee Satisfaction and Sense of Belonging**

At present, the internal management of economic hotels has the situation that the senior management is autocratic, and the grass-roots employees will not accept their ideas. The human resources department took it for granted that the most suitable scheme and policy could be obtained only by the top managers, so it ignored the suggestions of the grass-roots employees. However, as the most direct contact with customers, grass-roots employees can understand the problems easily ignored by the management, which is more convenient for the hotel to improve and enhance [16].

Therefore, managers need to give more voice to employees, especially grass-roots employees. The hotel can create a harmonious and responsive working atmosphere by strengthening communication with employees, collecting feedback and problems, responding on time, and making corresponding improvements.

### **5. Conclusion**

Based on the analysis of the data collected from the questionnaire, this paper summarizes the common points of the existing academic literature. It points out that the current economic hotels must develop and implement an incentive mechanism for to mobilize their enthusiasm, and ultimately improve the quality of employees' work and hotel service. In addition, when establishing an incentive mechanism for employees, economic hotels must solve problems in a timely manner, start from the perspective of employees, adapt to reality, develop an incentive mechanism that truly appeals to employees, and maximize their workability. At the same time, hotel management should be more aware of the important role of incentive mechanisms in hotel management. Reasonably apply the incentive theory and combine the hotel brand characteristic culture with the incentive mechanism to the actual situation.

In a word, establishing an appropriate incentive mechanism is the basic guarantee for the hotel to establish a good reputation, enhance personal competitive advantage among peers, and obtain long-term development. The hotel must establish an incentive mechanism suitable for the cultural characteristics of the enterprise, develop a personalized system according to different positions, employees and situations, and adjust it in time in the operation process. Only incentives can promote efficiency, and only incentives can produce cohesion, so the economy hotel can occupy a place in the fierce market competition.

Meanwhile, the research method used in this paper has some limitations. Firstly, the number of samples measured by the questionnaire survey is insufficient. Due to geographical location, time constraints, and other objective conditions, the number of scientific samples obtained by the questionnaire used in this survey is small, and the problems and defects summarized are limited. In future research, the paper should expand the survey samples as much as possible to improve the universality and authenticity of the data. Secondly, when citing the existing literature, the article's theme found that the scope of the theme design studied was small, and the relevant literature was limited. Therefore, the theoretical basis cited in this article is less. In future research, if it is found that the relevant literature on the research topic is insufficient, new research frameworks or theories should be developed.

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