

Research on the Influence Path of Human Resource Management on Employees' Job Performance in Catering Enterprises

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Abstract: This study focuses on the influence path of human resource management in catering enterprises on employees' work performance. Through systematic analysis of key human resource management links such as recruitment, selection, training and development, performance management, salary, and welfare, it reveals how these management strategies directly or indirectly promote the improvement of employees' personal ability, work attitude, and team cooperation. This can significantly improve employee performance. The research found that a scientific human resource management system can not only effectively stimulate the enthusiasm and creativity of employees, but also enhance the cohesion and market competitiveness of enterprises, and provide an important guarantee for the sustainable development and success of catering enterprises. This study has important practical guiding significance for catering enterprises to optimize human resource management strategy and improve staff performance.

Keywords: Human resource management; Job performance; Influence path

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1. Introduction

In today's highly competitive catering market, human resources is the core resource of the enterprise, and its management efficiency is directly related to the operation efficiency and competitiveness of the enterprise. With the increasingly diversified and personalized needs of consumers, catering companies not only need to provide high-quality food and services but also need to have an efficient, professional, and dynamic workforce. Therefore, it is of great significance to explore the influence path of human resource management of catering enterprises on employees' work performance for improving the overall performance of enterprises and enhancing market competitiveness^[1]. This study aims to systematically comb and analyze the key links of human resource management in catering enterprises, such as recruitment and selection, training and development, performance

management, and compensation and benefits, to explore how these management strategies affect individual employees and then affect their work performance^[2]. This study focuses on understanding the internal mechanism of these influence paths, including employee skill improvement, work motivation enhancement, team cooperation optimization, and so on, to provide a theoretical basis and practical guidance for enterprises to develop more scientific and effective human resource management strategies. This study is expected to reveal the best practices of human resource management in catering enterprises and provide referable experience and inspiration for other enterprises in the industry^[3]. At the same time, it is also hoped to take this opportunity to promote the academic community's attention and research on human resource management in catering enterprises, and jointly promote the theoretical innovation and practical development in this field.

2. Concept introduction

As the core component of enterprise management, human resource management is a strategy-oriented management model focusing on people. It aims to maximize the potential and enthusiasm of employees through scientific methods and strategies to ensure that enterprises can efficiently achieve their production goals and long-term development strategies and to provide a solid talent base and intellectual support for the sustainable development of enterprises^[4]. Job performance is a key indicator to measure the value and benefits that employees contribute to the enterprise in a specific period, which reflects the individual work ability, attitude, and results of employees, and is also an important basis for evaluating the overall operation efficiency and competitiveness of the enterprise^[5].

There is a close and mutually promoting relationship between human resource management and work performance. Efficient human resource management can significantly improve employees' work performance. This is mainly achieved through the following aspects. First, the enterprise strategy is clearly defined and transformed into an operable indicator system to provide a clear direction for human resource management. The second is to optimize the organizational structure and clarify the job responsibilities according to the strategic needs of the enterprise to ensure that every employee can understand and agree with the objectives of the enterprise^[6]. The third is to establish a comprehensive staff development and training system to improve the skill level and professional quality of employees so that they can better adapt to the needs of the post and contribute to higher performance. The fourth is to implement an effective incentive mechanism and performance management system to stimulate the work motivation and creativity of employees and promote the simultaneous growth of personal performance and enterprise objectives^[7]. In turn, the improvement of work performance is also an important yardstick to test the effectiveness of human resource management. When employees generally show high work performance, it indicates that the human resource management strategy of the enterprise is effective, which can bring actual performance growth and competitive advantage to the enterprise^[8]. At the same time, it also provides valuable experience and data support for the enterprise to further optimize human resource management, promote the formation of a virtuous cycle, and constantly promote the sustainable development of the enterprise^[9]. To sum up, human resource management and work performance constitute a close relationship of mutual dependence and mutual promotion. Enterprises should fully realize the importance of this relationship, constantly optimize human resource management strategies, and improve employee performance, to achieve the long-term development goals of enterprises.

3. The influence path of human resource management in the catering industry on employees' work performance

3.1. Recruitment and selection

Recruitment and selection, as the core of human resource management, has a profound impact on employees' work performance. First of all, effective information transmission and communication are crucial in the recruitment and selection process. It helps candidates to have a deep understanding of the values, cultural atmosphere, and specific job requirements of the organization and enables candidates to form reasonable work expectations, show higher adaptability and enthusiasm in the early stage of work, and thus improve personal work performance. Secondly, fairness and transparency of recruitment and selection are directly related to employees' work motivation and performance ^[10]. A fair and transparent selection mechanism can enhance employees' trust in the organization, reduce negative emotions caused by injustice, make employees more focused on the work itself, stimulate their potential, and improve their overall work performance. On the contrary, if the selection process is biased or secretive, it will seriously damage the morale of employees, and reduce the work enthusiasm and performance level ^[11]. In addition, the close relationship between recruitment and selection and the employee's job-matching degree is also a key factor affecting job performance. When enterprises can accurately assess the fit between candidates' abilities and job requirements, and realize the suitability of employees to their positions, employees will be more likely to give full play to their strengths and gain a sense of accomplishment and satisfaction. Such positive feedback will further stimulate their work enthusiasm and innovation, and promote the significant improvement of work performance ^[12]. Therefore, the recruitment and selection process will be optimized. Ensuring a high degree of match between employees and positions is of great significance for improving the overall performance of the organization.

3.2. Training and development

As a key part of human resource management, training and development has a significant positive impact on employee performance. Through systematic training and development, employees can continuously improve their work ability and professional skills, and the improvement of this ability directly translates into the enhancement of work performance. When employees master more knowledge and skills, they can complete tasks more efficiently and accurately, thus improving work efficiency and quality, and promoting the improvement of individual and team work performance ^[13]. Training and development also provide employees with a broad stage for personal career development to meet the aspirations of employees for career growth. Clear career development paths and promotion opportunities can stimulate the work motivation of employees and encourage them to actively seek higher work standards to achieve greater achievements in their careers. This positive professional attitude is directly reflected in work performance, which is reflected in higher work enthusiasm and creativity, and thus promotes the continuous growth of work performance. In addition, the training and development also strengthen the close connection between employees and the organization and enhance the sense of organizational identity and belonging of employees ^[14]. When employees feel valued and supported by the organization for their personal growth, they are more inclined to align their personal interests with organizational goals, forming a stronger team cohesion and collaborative spirit. This positive organizational atmosphere helps to stimulate the inner potential of employees, facilitates the sharing of innovative thinking and best practices, and ultimately improves the performance of the entire team.

3.3. Performance management

By setting clear and specific work objectives and evaluation standards, performance management indicates the direction of work for employees, so that employees can clarify their responsibilities and expected results. This clarity encourages employees to focus more on their work tasks, improving work efficiency and quality, which directly improves work performance^[15]. At the same time, when employees feel that their work performance has been fairly and accurately evaluated, they will get a sense of achievement that is recognized and valued. This positive incentive further stimulates their work enthusiasm and motivation, which is conducive to continuous improvement of work performance. Performance management also provides valuable personal development opportunities for employees through regular performance evaluation and feedback mechanisms^[16]. Performance reviews reveal an employee's strengths and accomplishments and also indicate areas for improvement. This targeted feedback enables employees to have a clear understanding of their strengths and weaknesses, allowing them to develop a more targeted personal development plan^[17]. At the same time, enterprises can provide corresponding training and development resources according to employees' performance feedback to help employees make up for their shortcomings and improve their abilities. This personalized attention and support enhances employee satisfaction and a sense of belonging^[18]. It also provides them with a ladder of growth and improvement, driving continuous improvement in job performance^[19].

3.4. Compensation and benefits

As an indispensable part of human resource management, compensation and welfare have a direct and significant impact on employees' work performance. A reasonable compensation and welfare system can meet the economic needs of employees and ensure that they have a stable source of income. This sense of financial security allows employees to focus more on work tasks and reduce distractions caused by life pressures, thereby improving work efficiency and quality and driving improved work performance. When employees feel that they are being fairly and reasonably rewarded for the fruits of their labor, they will be more motivated to work and contribute to the achievement of organizational goals^[20]. Secondly, compensation and benefits are an important yardstick to measure the value and contribution of employees. When an enterprise can set compensation and benefits levels according to employees' work performance and contribution, it sends a clear message to employees that their efforts and achievements are recognized and this recognition is reflected in substantial returns^[21]. This kind of positive incentive mechanism can greatly stimulate the enthusiasm and motivation of employees, and urge them to work harder to improve their work ability and performance level. Employees know that only through continuous learning and efforts can they achieve better results at work, and then get higher pay and better benefits^[22]. This virtuous cycle promotes the growth and development of individual employees, and also brings a more efficient and excellent workforce to the enterprise, thus improving the overall work performance.

4. Empirical analysis

The purpose of this study is to deeply explore the specific impact path of human resource management in catering enterprises on employees' work performance through empirical methods and to conduct empirical research through the combination of questionnaire survey, interview, and data analysis. Specific steps are as follows.

Firstly, questionnaires were designed and distributed to collect data on employees' perceptions of human resource management practices and their impact on job performance. Some employees were selected to conduct in-depth interviews to obtain more specific and in-depth information. Statistical software was used to analyze

the collected data to verify the research hypothesis. Several representative catering enterprises were selected as samples, including large chain catering enterprises, medium-sized single catering enterprises, and small characteristic catering enterprises. Through random sampling, a certain number of employees from various enterprises were selected to participate in questionnaires and interviews. The questionnaire design covered the main aspects of human resource management, including recruitment and selection, training and development, incentive mechanisms, performance management, and so on. At the same time, the evaluation indicators of employees' work performance are set up, such as work efficiency, service quality, customer satisfaction, and so on. At last, descriptive statistical analysis, correlation analysis, regression analysis, and other statistical methods are used to analyze the data.

The research data found that a scientific and reasonable recruitment and selection process can significantly improve the work performance of new employees, and through strict screening and interview processes, employees can be selected to better meet the needs of enterprises, thus improving the overall quality and work efficiency of the team. Effective training and development programs can significantly improve the professional skills and comprehensive quality of employees. Data analysis shows that employees who have participated in the training show a higher level of work efficiency and service quality, and the career development opportunities provided by the company also stimulate the enthusiasm and loyalty of employees. Perfect incentive mechanism also has a significant positive impact on employees' work performance. Through the establishment of a reasonable salary system and promotion opportunities, employees' work enthusiasm and creativity can be stimulated, and their job satisfaction and sense of belonging can be improved. At the same time, the data show that the performance management system can make employees more focused on work tasks and improve work efficiency and quality. Regular performance evaluation and feedback also provide employees with opportunities for improvement and promotion, which helps them to continuously improve their work performance.

5. Conclusion

After in-depth research on the influence path of human resource management on employees' work performance in catering enterprises, it is found that an optimized human resource management system is not only a key element to enhance the core competitiveness of enterprises but also an important driving force to stimulate employees' potential and promote the sustainable growth of work performance. Through detailed personnel recruitment and selection, personalized training and development, scientific and reasonable salary incentive mechanisms, and a positive corporate culture atmosphere, catering enterprises can effectively improve employee satisfaction, enhance team cohesion, and ultimately translate into excellent service quality and market reputation. In the future, with the continuous change of the catering industry and the increasingly diversified consumer demand, catering enterprises should pay more attention to the innovation and practice of human resource management, and constantly explore the management mode that ADAPTS to the development requirements of the new era. This requires enterprises to pay attention to immediate performance improvement and also focus on long-term talent development strategy, by building a learning organization, strengthening the sense of employee participation and belonging, and using digital means to improve management efficiency and precision, to lay a solid talent foundation for the sustainable development of enterprises.

Disclosure statement

The authors declare no conflict of interest.

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