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# 唐山经济型快捷酒店员工职业倦怠现状分析及对策研究

## 摘 要

我国经济和社会的快速发展带动了酒店行业的发展，酒店数量的增多使得酒店之间的竞争越来越大，所以对员工的需求也变大，酒店行业的工作不仅需要投入大量的时间与物质的成本，对内部员工的挖掘使用给予了更多的重视。酒店是一个服务行业，酒店的服务跟员工分不开员工的服务态度和能力水平代表着酒店的形象。酒店员工是顾客和酒店的交流沟通桥梁，所以员工的工作态度和服务意识对酒店的经营是至关重要的。但是随着酒店的工作不断增加，为了使酒店更好的发展对员工提出更高的要求。这使得酒店的员工需要承受越来越多的压力，他们的心理和身体都很容易出现职业倦怠现象，如消极怠工、身心疲惫等。长时间处于这样的压力下很容易使员工的脾气变的暴躁，员工之间容易发生冲突，以及员工将不满情绪带到工作中影响服务效果。

通过以唐山快捷酒店的员工工作倦怠现象进行研究，采用发放调查问卷、访谈法以及数据分析等方法分析了影响员工工作倦怠的主要原因，研究得到：员工个人身体和家庭，酒店激励制度不够，缺乏社会尊重等原因造成了员工的职业倦怠心理。针对此问题建议通过提高员工身体素质、完善激励措施、提高行业薪酬水平等系列方法来改善员工工作态度，提高员工工作的积极性。

**关键词：** 职业倦怠；酒店员工；相关措施

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## Abstract

With the rapid growth of our country's economy and society and the tourism industry, the market competition of the hotel industry is becoming more and more fierce, so the competition of the hotel to the staff is more and more intense, the staff is the hotel's operation foundation, the work of the hotel industry needs not only a large amount of time and material cost, More attention is paid to the excavation and use of the internal staff. The hotel staff in the service industry is an important link to the hotel and the customer, and the service process and the service result directly determine the success or failure of the hotel's operation activities, and the pressure of the staff is increasing, resulting in the problem of job burnout. Because the hotel staff are given more responsibilities and requirements, The large working pressure, if it is not relieved for a long time, will result in a series of negative physiological and psychological phenomena, leading to the occurrence of adverse behavior, such as negative neglect, physical and mental fatigue, bad mood, poor interpersonal relationship and other symptoms, which is a typical phenomenon of job burnout. This not only threatens the physical and mental health of the staff, but also brings great harm to the operation of the hotel and the development of the future, so the problem of job burnout of the hotel staff is of great concern in the hotel industry.

This time I research the phenomen of work burnout of the staff in Tangshan, Hotel,this passage I use lots of methods to analysis the main reasons that affect the work burnout of employees,including data anailsis,interview and questionnaire.What can I conclude from the pesearch is that staff personal health and family,the insufficient of Hotel incentive system, lack of social respect and so on, allof thesereasons can cause the employees job burnout. As for these problems, it is suggested to improve change the staff working attitude and improve staff positiving by enhancing employees physical quality,completing incentive measures,improving the salary level and so on.

**Key words:** job burnout;Hotel staff;relevant measures

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