

Sustainable Human Resource Management in the Hotel Industry: Assessing the Mediating Effect of Physiological Climate on Employee Performance

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Abstract : The primary aim of this research is to explore the mediating role of physiological climate in the relationship between green HRM practices (specifically, GHRM practices, GHRM recruitment, GHRM training, GHRM performance appraisal, and GHRM empowerment) and employee performance within the hotel industry. The study revealed that green HRM practices, encompassing green recruiting, green training, green performance evaluation, and green empowerment, exerted a statistically significant influence on employee performance. A quantitative method was employed for this research, focusing on hotel managers in Jordan as the study's population. Data were collected through a questionnaire distributed to a convenience sample of 300 managers from various hotels in Jordan. The results of the study align with prior research, supporting the notion that green HRM practices positively impact both employee performance and physiological climate. Furthermore, the findings of this study indicate that physiological climate acts as a mediating factor in the relationship between green HRM practices and employee performance in Jordanian hotels.

Keywords : GHRM practices, GHRM recruitment, GHRM training, GHRM performance appraisal, GHRM empowerment, employee's performance, physiological climate

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