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MENTAL HEALTH COGNITION OF STAFF IN STAR TOURISM THEME HOTEL

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Background: In recent years, with the economic globalization and market competition intensifying in a highly uncertain competitive environment, more and more enterprises have realized the importance of people-oriented management. According to management guru Edgar Henri Shah, what an organization needs is only a part of a person's specific activities, but what comes to work is the whole person, with many attitudes, feelings and perceptions that are not exactly what the organization expects and that do not fit in with the plan. And these attitudes, emotions and perceptions are implicitly brought to work. Hotel services are invisible, comprehensive and synchronized with production and consumption, which put forward higher requirements for the mental health of high-star hotel staff: They not only need to have a positive and good attitude and high emotional intelligence, but also need to have effective self-regulation ability. Only those employees who have good mental health can provide better service to the customers and improve the service quality perceived by the hotel guests. As a labor-intensive hotel and a relatively high rate of staff turnover of enterprises, the effective management of staff has become an important part of hotel management. The hotel staff □especially the grass-roots staff), as the personnel who serve the guests, are the direct laborers who create the economic value of the hotel. Only the satisfied staff have satisfied customers. With the continuous improvement of the level of employee needs, the needs of employees have gradually changed from the material level to the spiritual level. Therefore, hotel managers should continue to care for employees, care for their vested interests, but also from the perspective of mental health to care for employees. However, in recent years, the hotel industry competition is increasingly intensified, the staff salary treatment, the high rate of loss makes the hotel human resources management in trouble. How to adjust the employees' job burnout and eliminate the negative psychological emotions has become a common problem for the hotel human resources management department.

Objective: Based on the study of mental health and mental health standards of hotel staff, this paper analyzes the relationship between mental health and behavior tendency of hotel staff through data analysis, so as to provide the basis for the hotel industry to enhance the effective management of staff by paying attention to mental health of staff.

Subjects and methods: Using the method of random sampling, this study selects 10 representative star hotels in a certain city to conduct research, and carries out questionnaire distribution with the assistance of hotel human resources and department managers. In order to ensure the validity and reliability of the questionnaire, more than one item is omitted or all items are one answer is deleted as a scrap, and 253 valid questionnaires are retrieved, with an effective rate of 84.33%.The basic information of hotel employees included in the statistics shall be: In terms of gender, women accounted for 56.1% and men 43.9%;In terms of age, 21-30 years old employees accounted for 67% of the total number of samples; In terms of academic qualifications, 2.3 per cent were in junior secondary schools and below, 28.3 per cent in senior secondary schools and technical secondary schools, 51.4 per cent in junior secondary schools and 17.9 per cent in undergraduate schools and above; In terms of monthly income, the respondents' monthly income ranged from 1001 yuan to 3,000 yuan, accounting for 46.2%, and 30.1-5,000 yuan, accounting for 37.6%;In this hotel, 41.6% of employees work for 1 year or less, 28.9% for 1 to 3 years, 12.1% for 3 to 5 years and 17.3% for 5 years or more. The survey is conducted mainly for star-rated hotels, and the employees include the Front Office 29.5%, Housekeeping 11%, Catering 32.9%, HR 7.5%, Sales 3.5% and other major business departments.

Results: In this study, the internal consistency (Cronbach coefficient) in SPSS19.0 was used to test the reliability of each variable in order to ensure the reliability and validity of the questionnaire. The test results in Table 1 show that the Cronbach coefficients reliability) of all variables are between 0.74 and 0.95, meeting the minimum acceptable criteria of at least greater than 0.7 set out by Nunnally 1994), indicating good consistency and high reliability of the variables. The results are shown in Table 1.

Table 1. Mean, standard deviation, reliability coefficient and correlation coefficient of study variables.

Variable	M	SD	1	2	3	4
Psychological capital	3.760	0.520	0.962	-	-	-
Job performance	4.030	0.580	0.700**	0.963	-	-
Job satisfaction	3.480	0.710	0.610**	0.540**	0.714	-
Intention to leave	2.460	0.630	-0.500**	-0.450**	-0.590**	0.824

Conclusions: This research has carried on the positive research to the hotel staff mental health question, to a certain extent has enriched about the hotel staff mental health theory, staff's psychological capital takes one kind of sustainable and may develop the positive psychological resources competitive advantage, is individual and enterprise's competitive advantage is, how better develops and uses staff's psychological capital, thus causes staff better to integrate the organization, enhances the performance level, is the important question which the enterprise faces. With the rapid integration of knowledge economy and information, employees are facing more and more pressure. Especially when employees enter the organization or face the organizational change, good psychological quality becomes a necessary guarantee for employees to better integrate into the organization and work with high performance. The effective cognition of employees' mental health provides a new way for human resource management, which is helpful for organizations to develop and manage employees' mental resources and create unique competitive advantages.

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AN ANALYSIS OF PSYCHOLOGICAL PROCESS AND THINKING EMOTION MODEL OF TIME CONSCIOUSNESS BASED ON TIME SPACE METAPHOR MODEL

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Background: On the representation system of spatial metaphor of time, scholars generally believe that it is based on two metaphorical models: Ego-moving (hereinafter referred to as EM) metaphorical model and time-moving (hereinafter referred to as TM) metaphorical model. However, the psychological validity and processing model of spatial metaphorical representation of time have always been controversial. Scholars at home and abroad have done a lot of research on this topic, but the object of study is the language material as an object, and the main research method is the subjective language material analysis. In order to understand the similarities and differences of temporal and spatial metaphorical representations between native speakers of Chinese and English more scientifically, it is necessary to start from the perspective of language user. Traditional real-time processing of time sentences is used to study whether the mental processing patterns of spatial metaphorical representation of time are different between Chinese and English speakers. To find out whether they have mental process of online spatial mapping when they deal with this highly fixed metaphorical representation, and EM metaphorical model is the main mental process. Based on TM metaphorical model, this paper discusses the cause of psychological processing model of spatial metaphorical representation of time.

Objective: The spatial representation of time is based on two metaphorical systems: The metaphor system of "time in motion" and "ego in motion". These two metaphor systems show that the order of "before" and "after" is different. Through the investigation of the real-time online processing of time sentences based on these two kinds of metaphors, we find that there is indeed a mapping from space to time when people infer time relations.

Subjects and methods: The average age of 100 students in a school was 21.57 years. Students are required to participate voluntarily, vision or correct vision is normal, belonging to different disciplines and specialties.

Study design: Two sets of background sentences, two sets of measure sentences. One group of background sentences is composed of 15 sentences of self-verb metaphor system, the other group of background sentences is composed of 15 sentences of time-verb metaphor system. Therefore, there are 20 sentences in the metaphorical system and 20 sentences in the metaphorical system. All the sentences indicate the temporal relationship between the two events. The experiment design of 2 × 2 with repeated measurement was adopted. The independent variables are whether the metaphorical types of test sentences