"Situation and Response" Decision Model and Mechanism Construction of Hotel Industry under Unconventional Emergency

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Abstract: Scenario analysis and decision-making refers to an analysis method that generates future scenarios through hypotheses, predictions, simulations, and other methods, describing various possible future results and the impact of analysis results on decision-making. On this basis, the decision-making process is improved and optimized. Emergencies can be broadly divided into three categories: initial, intermediate, and termination. There are some important factors in the evolution of emergency plans, such as plans, disposal targets, and disposal measures. The decision-making process of an emergency is divided into three main phases: the disposal phase, the scenario analysis phase, and the response decision-making phase. The purpose of this article is to study the "scenario and response" decision model and mechanism construction of the hotel industry under unconventional emergencies. In terms of methods, this article guarantees a reporting system that provides true, accurate, and timely information on the early warning, disposal, and cause, status, and consequences of incidents through the reporting mechanism. The risk management system and five sub-systems of unconventional emergencies are proposed, and the uncertain elements in the incident are extracted in the response to the decision-making phase, so that the scenario one responds to the dynamic decision-making. In terms of experiments, data are obtained by selecting research objects from key departments involved in emergency management, such as government departments and public institutions. After analysis, this paper concludes that women's decision-makers are more risk-seeking than men's decision-makers in unconventional emergencies.

1. Introduction

The pursuit of the best service quality of modern new-style hotels is reflected in whether the waiters can provide targeted services to meet the characteristics of guests and meet the various needs of tourists. However, the continuous development of the tourism industry makes hotel employees have to deal with those guests who have their own needs and motivations, which makes the difficulty and complexity of service work greatly enhanced. To be competent in hotel service work, it is very important to cultivate the quality service ability of the waiters. The role of waiter refers to the strong sense of responsibility, strong self-control ability and noble moral emotions displayed when engaging in service work and performing service activities. Without these conditions, it is impossible to perform the job, let alone to solve problems. Make guests truly satisfied. Because the purpose of cultivating resilience is to improve the quality of the hotel staff, thereby improving the quality of service and establishing a good image of the hotel. Therefore, the principle of "guest supremacy" should be used when dealing with problems, and "reasonable and reasonable" can be achieved. To this end, the role of the waiter and the awareness of "responding to emergencies" and the importance of strengthening the ability to cultivate, let the waiter understand the relationship between responding to emergencies and the quality of the waiter, pay attention to accumulation, seek regularity, and repeat Deepen the understanding and understanding of "responding to emergencies".

A group emergency is an event involving many people to meet a specific need, often

accompanied by violence or even violent conflict. These events often occur suddenly and without obvious omen, so once they occur, they will seriously disrupt social order and public safety. Our society is in a period of transition. A large number of unexpected events caused by deep-seated causes such as system reform and benefit distribution have had a serious negative impact on social stability. Although governments at all levels and various types of enterprises have formulated emergency contingency plans, due to the uncertainty and complexity of emergencies, there are still huge difficulties and challenges in responding to such emergencies. In recent years, with the concept of "situation-response", people have conducted in-depth research on the "situation-response" problem in emergency management of unconventional emergencies, and established a theoretical system of "situation-response" for emergencies. "Situation-Coping" Theoretical System. The concepts and methods of context evolution, the network structure and decision-making methods of emergencies, and some explorations in the areas of decision-making and emergency support applications.

Through the reporting mechanism, this article guarantees a true, accurate, and timely reporting system for superiors or relevant persons responsible for early warning and disposal of emergencies, and the causes, status quo, and consequences of incidents. The risk management system and five sub-systems of unconventional emergencies are proposed, and the uncertain elements in the incident are extracted in the response to the decision-making phase, so that the scenario one responds to the dynamic decision-making.

2. Method

2.1 Reporting Mechanism Guarantee

The reporting mechanism is that when an emergency occurs, the person in charge of the on-site event uses effective tools or means to provide real-time, accurate, and accurate information about the early warning and disposal of the emergency, the cause, status, and consequences of the event. A system for timely reporting [1-2]. After the incident, the person in charge of the on-site event should know how to deal with it initially or report to whom. If the incident is significant, the person in charge of the on-site event should be required to have the authority to report beyond the level to avoid delaying the event processing time [3]. To this end, it is necessary to make strict and formal regulations for event handlers, reporters, responsible persons, report objects, report content, report methods, report methods, and report time for various unexpected events that may occur in the event. And supplemented by corresponding reward and punishment measures, the ultimate guarantee is that the emergency information is transmitted truthfully, accurately, and in a timely manner, so as to ensure that the emergency is correctly, effectively and timely handled [4].

2.2 Risk Management System for Unconventional Emergencies

(1) Command sub-system

The command sub-system is the core and authority of the entire risk management activity [5]. Responsible for the coordinated control and resource allocation of various agencies, formulate response plans and implement supervision [6].

(2) Disposal subsystem

The disposal sub-system is a specific implementation system of the response plan, responsible for implementing the strategy of the command system, and timely feedback on the implementation of the plan to ensure the implementation effect [7-8].

(3) Auxiliary subsystem

The main task of the auxiliary subsystem is to research and predict the emergency mechanism and mechanism, provide scientific and effective data related to decision-making, management, and evaluation in a timely manner, and assist in providing the data and environmental analysis required for decision-making of the command system [9-10] .

(4) Information management sub-system

The information management subsystem is an information exchange platform for the entire risk

management system [11]. The emergence and development of emergencies, the real-time monitoring of hazard losses, the evaluation and feedback of the implementation effect of the decision-making system, and the uploading and release of information from various departments and agencies in the incident all require smooth and efficient information as the backing [12].

(5) Resource guarantee sub-system

The resource guarantee sub-system is the coordination and coordination of various related resources in various systems in the event response, such as the deployment of relief materials in natural disasters [13]. Resources are the carrier of decision-making, which directly affects the implementation effect and efficiency of emergency decision-making.

2.3 Response to Decision-Making Phase

In this process, based on the constructed scenario model, all basic scenarios are predicted and evaluated to determine all possible outcomes, and corresponding decision goals and emergency plans are formulated in conjunction with existing resources. At the same time, the development process of the event is closely monitored, and uncertain factors in the event are extracted over time to achieve dynamic decision-making in response to the scene until the event is completely resolved [14-15].

3. Experiment

3.1 Identification of Research Objects

This article follows the principle of theoretical sampling, based on whether the amount of information provided by the interviewees saturates the content of this article, that is, after interviewing a research subject, no new significant opportunities can be obtained, so the theory is in a saturated state. Stop the interview. According to the research purpose, select the research object from government departments, agencies and other key departments involved in emergency management. Subjects have the following two conditions:

(1) Lead or participate in emergency decision-making for 10 years or more, with rich experience.

(2) Interested in the subject of this article and willing to share his work experience.

3.2 Research Tools

(1) Interview outline

In order to explain the purpose and content of this study in more detail, it is necessary to provide research subjects with a research agreement in order to obtain their understanding and support. On the other hand, because this research will record the interview content, the research agreement can protect the personal privacy of the research subjects and ensure the reliability of the research results. Combined with the purpose of this research, through in-depth analysis and thinking, the interview outline was refined. After the outline is prepared, a pre-interview is conducted, and the content is modified according to the opinions of the instructor and the results of the pre-interview to determine the final outline of the interview.

(2) Interview equipment

In this study, a recording pen was used to record the interview content, which facilitates the preservation and transcription of the interview content, and provides strong support for subsequent coding and analysis.

4. Discussion

4.1 Behavioral Data Analysis

According to the research subjects interviewed in this article, the response to unconventional emergencies was counted. The obtained data is analyzed, and the results are shown in Table 1.

Table 1. Statistics of selection results under unconventional emergencies

			Male	female
Positive frame	set a strategy	Selection rate	59.3%	61.8%
	Risk plan	Selection rate	40.7%	38.2%
Negative frame	set a strategy	Selection rate	53.6%	48.7%
Positive frame	Risk plan	Selection rate	46.4%	51.3%

From the above data, it can be found that the selection results of male subjects under unconventional emergencies are more biased towards risk aversion, and the resulting frame effect is a one-way frame effect; compared with that, they are in unconventional emergencies. The female subjects under the incident were biased towards the deterministic option under the positive framework, which is the same as the results of the male subjects, but in the negative framework, the female subjects under the unconventional emergency were even more Tend to choose the risk option. The appearance of this result is different from that of the male test group, and the frame effect of the female test group is the classic frame effect, which is also different from the final result of the male test group.

4.2 Scenario Risk Analysis

Scenario risk analysis of unconventional emergencies is a follow-up measure for risk identification. Risk analysis is to deepen the understanding of risks, clarify the characteristics of risks, analyze the possibility and severity of risks, and provide support for risk assessment and risk response. The risk analysis should consider the causes of unconventional emergencies and the sources of risk in the system, the positive and negative consequences of the event, the likelihood of the event, the factors affecting the consequences and likelihood, and the relationship between different risks and sources of risk.

In the process of drawing the accident tree, experts with rich practical experience in related fields need to be discussed. From a practical point of view, combining theory and experience, draw a complete and clear accident tree. Through the intuitiveness of the accident tree, the information in the risk source list is structured to form a more accurate and detailed risk list.

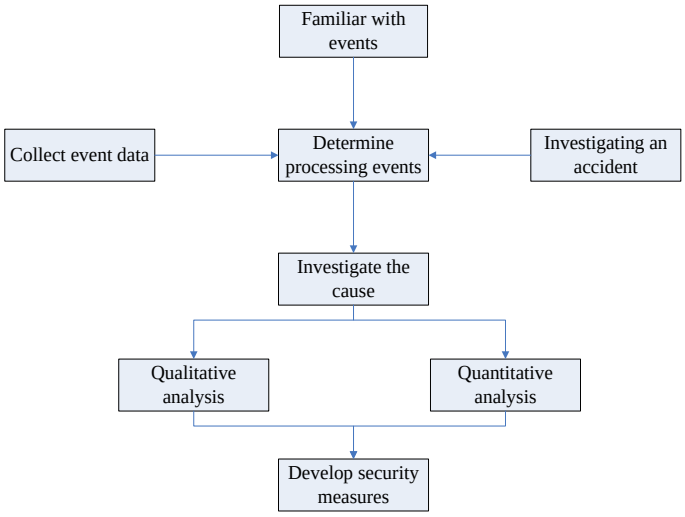

Figure 1. Diagram of the accident tree analysis process

4.3 Model Construction

After analyzing the data given by the research object in combination with various aspects of data, it was found that there are certain connections: information acquisition ability, problem definition and target determination, and methods and countermeasures. The three aspects mainly

explain the manager's decision in emergency decision making. The process constitutes a process model of the emergency decision-making model; the four aspects of emotion, willpower, values, and experience are more reflected in the influencing factors of the emergency decision-making model, and communication and coordination run through every link of the emergency decision-making model. By analyzing the interview data, we get two parts: the emergency decision process model and the influencing factors of emergency decision. These two parts organically constitute the manager's emergency decision-making model.

5. Conclusion

In terms of methods, this article guarantees a reporting system that provides true, accurate, and timely information on the early warning, disposal, and cause, status, and consequences of incidents through the reporting mechanism. The risk management system and five sub-systems of unconventional emergencies are proposed, and the uncertain elements in the incident are extracted in the response to the decision-making phase, so that the scenario one responds to the dynamic decision-making. In terms of experiments, data are obtained by selecting research objects from key departments involved in emergency management, such as government departments and public institutions. After analysis, this paper concludes that women's decision-makers are more risk-seeking than men's decision-makers in unconventional emergencies.

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