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TITLE RELATIONSHIP BETWEEN PERSONNEL ROTATION AND PRODUCTIVITY IN RESTAURANTE EL ESTRAGÓN FROM PUEBLA, MEXICO

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ABSTRACT
In recent years, several authors have studied personnel rotation. Each year, it is increasingly important to study this phenomenon. The objective of this investigation is to relate the rotation of the staff vs. the productivity of the company's employees, "El Estragón ®." This research is of a transversal quantitative type. A questionnaire was applied for the probability of personnel rotation, and compared with productivity indices. Within the qualification of the applied test, the variables are ordinal quantitative; however, for the average of calculated productivity, the variables were nominal quantitative. For the validation of this instrument, the Pearson p test was performed. In this validation, the authors ruled out that the questions were repeated or were misunderstood. The survey was applied to the 19 employees of the company, as mentioned above. In conclusion, a direct relationship was found between the variables Job Stability Feeling and Job Satisfaction; but it was not found that the rotation of personnel directly influences the productivity of the employees of this company.

INTRODUCTION
Restaurants have become very important in today's market (De la Garza, 2016). In these establishments, the basic need for food is satisfied. Simultaneously, these serve as social centers. In this organization, personnel rotation is persistent and affects productivity (González, 2006; Abanto-Cárdenas, 2017). This rotation is multifactorial and very expensive (Mamani-Arucutipa, M., & Mamani-Quispe, 2017). Productivity is the relationship between the produced products and the resources used to achieve it. This productivity maintains a close relationship with the personnel and their performance in the company (Montoya, 2015; Cortez, 2019). The productivity and competitiveness of the staff are essential to grow or increase the profitability and quality of the restaurants (Edwars,1989; Mino, 2014; Roullion-Camino, 2019; Rosales & Porfirio, 2019; Paredes & Cristina, 2019; Palmadera, 2019).

This research had the objective of identifying the relationship between the personnel rotation of the restaurant "El Estragón ®" and the productivity of itself. This restaurant is in the city of Puebla, Mexico, it was founded a year ago, and it has 19 full-time employees. "Personnel turnover directly affects the productivity of this company." This assuption is the starting point hypothesis. This idea was taken with an observational base.
On the other hand, Flores (2008) mentions in his article "Factores Que originan la rotación de personal en las empresas mexicanas," that personnel rotation is identified as one of the factors that cause the failure of the productivity and efficiency rates of institutions. With this information, the authors were motivated to analyze the rotation rates of the company "El Estragón ®" and compare them with their productivity.

MATERIALS AND METHODS
This idea is quantitative cross-sectional type research. The variables in the "Personnel Rotation" section are quantitative ordinal. The variables in the "Productivity" section are quantitative nominal.

The test used for this investigation was its design; It consists of 12 questions that measure the probability of staff turnover. For the realization of this instrument, the authors relied on several articles that describe staff turnover (González-Ríos, 2006; Estrada, 2016; Oaks, B. and Brigitte, 2017; Collana-Salazar, 2017). For the validation of

this instrument, the authors relied on the methodology of Dr. Manuel González Pérez. This validation consists in calculating the Pearson correlation coefficient (PCC) and applying the Pearson multiple correlation method [Ciófalos-Lagos, 2014; Méndez-Peon, 2017; López-Trejo, 2018;]; After obtaining the results of the CCP, the high correlations are reviewed based on four questions: 1) Are the items correlated because they are repeated? 2) Are the items correlated because the interviewee considered them repeated? 3) Are the elements correlated because the designer paraphrased them on purpose to hunt the interviewee in a contradiction? 4) Does their nature correlate the elements? With this application of four questions, those that are considered non-significant (according to experts) are eliminated. Questions that correlate by their very nature (subsection 4) should be taken as a fundamental research hypothesis.

The productivity rates of the restaurant "El Estragón ®" were measured. Productivity index (Arauz, 2019) was calculated using an average score of 1 to 10, covering punctuality, error-free work, and proactivity. As a final step, the criteria for the probability of personnel rotation and productivity were compared.

We applied 19 tests to the restaurant staff, "El Estragón ®." The application was made during working hours, in face-to-face mode. Besides, this event was carried out with the prior authorization of the company. Respondents were informed thoroughly before. The request was made directly by a superior. The time required to answer the test was approximately eight minutes for each respondent.

RESULTS AND DISCUSSION

Table 1. Instrument validation by Pearson multiple correlation method.

	ITEM1	ITEM2	ITEM3	ITEM4	ITEM5	ITEM6	ITEM7	ITEM8	ITEM9	ITEM10	ITEM11	ITEM12
ITEM1	1											
ITEM2	0.07135061	1										
ITEM3	0.3138511	-0.2827458	1									
ITEM4	-0.2082066	0.14564382	0.21031304	1								
ITEM5	0.23120239	-0.0245483	0.70023939	0.25844328	1							
ITEM6	0.4024543	0.34350897	0.34683734	0.36688636	0.602255	1						
ITEM7	0.29033202	0.26202472	0.36752658	0.43624724	0.63818019	0.75628072	1					
ITEM8	-0.064	0.16818357	0.13314895	0.72259947	0.38808973	0.25397602	0.52017821	1				
ITEM9	-0.0878114	0.06564456	0.46539953	0.3248759	0.60309123	0.15366996	0.53773286	0.57077415	1			
ITEM10	0.02936101	0.12719193	0.23735569	0.62929558	0.41214897	0.58508711	0.71037014	0.69879206	0.53866561	1		
ITEM11	0.21574396	0.19470897	0.29566775	0.52754514	0.39587713	0.22830746	0.57091361	0.55733855	0.61360087	0.52787172	1	
ITEM12	-0.2604619	0.5778253	-0.029143	0.18139177	0.06958124	0.21252152	0.2718381	0.08886345	0.36404687	0.35987874	0.22380818	1

In Table 1, we can observe the validation process of the elaborate instrument. Pearson's correlation test is performed on the instrument items. The necessary analysis is performed. It was determinate that items were not repeated. Likewise, these were not confused by the respondents.

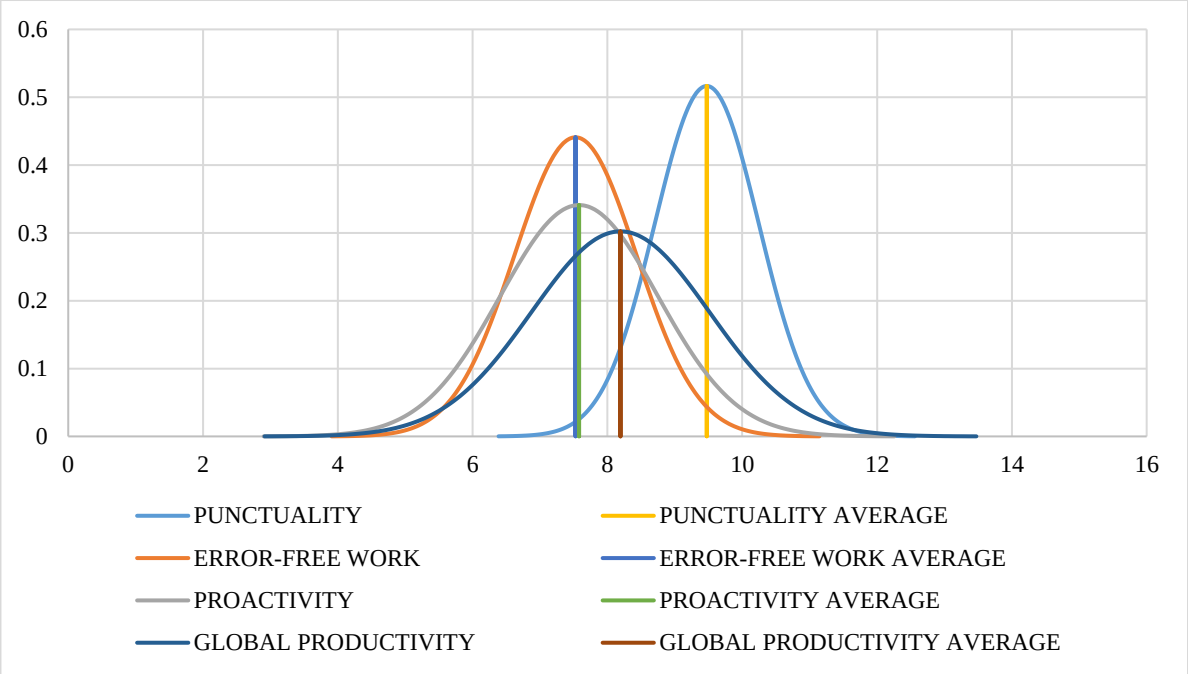

Figure 1. Relationship between Productivity components with Global Productivity

This chart compares the data for the Productivity components. The Global Productivity section is also observed. This section contains the average of the three productivity components. Data dispersion is compared. The averages of each component are compared with the Global Productivity average.

Table 2. Chi-Square test between Job Stability Feeling and Job Satisfaction, with 0.05 as confidence interval.

	CONTINGENCY TABLE			
		X (*Job Stability Feeling*)		
		YES	NO	
Y (*Job Satisfaction*)	YES	0.04678363	0.24951267	0.296296296
	NO	0.84210526	4.49122807	5.333333333
		0.88888889	4.74074074	**5.629629629 OBSERVED CHI-SQUARE**
		3.841458820 CALCULATED CHI-SQUARE		

In table 2, the Chi-Square test is performed by crossing the variables Job Stability Feeling and Job Satisfaction. This test is performed using the confidence interval criterion with a value of 0.05. The result is proof that both variables are dependent. The hypothesis "In the face of a high job stability feeling, there will be greater job satisfaction from employees to the company" is confirmed.

DISCUSSION

In this research, comparisons were made between items and productivity indexes. In this analysis it was obtained that the variables Job Stability Feeling and Job Satisfaction are dependent.

The results obtained reflect the intra-organizational characteristics of the company restaurant "El Estragón ®". Particularly in this company, the personnel rotation has no direct relation to the productivity of itself. One of the particular characteristics of the organization is that the manager of that establishment covers the missing positions when personnel rotation occurs. This characteristic could be a fundamental factor for the results obtained. The management's vigil of the establishment could be a key factor in the Personnel Rotation-Productivity relationship. It should be noted that the size of the company also could be a key factor to the Personnel Rotation-Productivity relationship, as the company Restaurant "El Estragón ®" is considered a SME (Small to Medium Enterprise).

CONCLUSION

It can be concluded that staff turnover does not affect the productivity index in the restaurant company "El Estragón ®" (in this specific case). Two of the main characteristics of this phenomenon are: 1) the ability of the company manager to fill positions where there is no staff, 2) the size of the company SME.

However, a direct relationship was found between the variables Feeling of job stability and job satisfaction. This relationship confirms the hypothesis: "Given a feeling of high job stability, there will be greater job satisfaction of employees to the company." The importance of this discovery allows other authors to carry out future research.

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