



# Research on the Impact of Event System Theory on the Performance of New Generation Employees – Take LKK Logistics Company as Example

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**ABSTRACT:** In the new era, the new generation employees is gradually entering the workplace and becoming the backbone of the workforce. In the field of organizational management research, how to improve employee work performance has always been a central topic of interest to scholars. However, existing research on work performance mainly focuses on the perspective of an item's stable state. To address this gap, this study employs a questionnaire divided into four dimensions: Basic information, Event novelty, Proactive work behavior, and Work Performance. Using stratified sampling according to the age distribution of LKK employees, a total of 400 questionnaires were distributed and 400 valid questionnaires were collected, with a recovery rate and validity rate of 100%. The research findings indicate that the event novelty can positively impact the work performance of the new generation employees by influencing their proactive work behaviors. In addition to this, the work performance of the new generation employees is also influenced by individual, social, and cultural factors. Based on these findings, corresponding recommendations are proposed.

**KEYWORDS:** Impact of Event System, Event Novelty, Proactive Work Behavior, Work Performance

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## INTRODUCTION

Research Background The new generation employees in various industries has gradually become the backbone of the workforce. With the advent of the digital age, the business environment has become more dynamic and complex, significantly enhancing the interaction between employees and the organization. Although dynamic events have posed challenges to corporate operations, they have also helped to stimulate employee initiative, thereby promoting company development.

Employees are the cornerstone of organizational survival and development, and their behavior and performance outcomes are increasingly viewed as key factors in corporate success. Therefore, how to improve employee job performance remains a core concern for management. Most existing research focuses on factors affecting job performance from the perspective of static state characteristics of entities. While it is important to investigate factors influencing employee job performance from a static perspective, such research overlooks the impact of dynamic changes as the environment becomes increasingly complex. The Event System Theory proposed by Morgeson, Mitchell, and Liu (2015) considers the impact of dynamic changes on entities(Morgeson, et al., 2015). Since then, the academic community has begun to pay attention to the importance of studying dynamic events, but there is still a lack of empirical research on this topic. Therefore, the subject of this case study is to deeply analyze how event novelty affects the job performance of the new generation employees through the mediating role of employees' proactive work behaviors, in order to provide relevant suggestions for enterprises to motivate the new generation employees and further help enterprises improve their market competitiveness.

This paper aims to conduct an empirical study based on the background of the digital age to:

- (1) Analyze how event novelty affects the job performance of the new generation employees;
- (2) Explore the impact of events on entities from a perspective of dynamic changes;
- (3) Use this research outcome to provide enterprises with experiences and insights to improve the job performance of the new generation employees.

## THEORETICAL AND CONCEPTUAL DEFINITIONS

### 2.1 Theoretical

#### 2.1.1 Event System Theory

As time goes by, we experience various events that are part of our perception of the world and can observe moral external environments or situations. In our daily lives, we are often interrupted by unique, restricted, and highly emotional events(Johns, 2006), which break our established routines and automatic cognitive processes (Pillemer, 2001). These events have a significant impact on our thinking, emotions, and actions. According to the Event System Theory, we know that

events can occur at any level in an organization, and these events may affect employees, with the degree of impact depending on the employees' perception of the events(Morgeson, 2005). The characteristics of event intensity attributes are composed of three aspects: novelty, significance, and disruption.

## **2.2 Conceptual Definitions**

### **2.2.1 New Generation of Employees**

In our country, the definition of the new generation employees started late and has not yet formed a unified understanding. So far, the definitions of the new generation employees mainly focus on two aspects: firstly, from the perspective of time and birth year, this means that we mainly divide whether employees belong to the new generation according to their birth month and year. Scholars such as Xie believe that the term “post-80s” is used to refer to a group of new generation people who were born in the 1980s and have just started to enter society(Xie, 2007). Secondly, we define them based on the growth background characteristics of the new generation employees, which is based on the era of their birth, and also takes into account their growth background and other factors. For example, He Zhigang believes that the new generation is those who grew up with computers and the Internet(He, 2006). Currently, most definitions of the new generation employees in our country adopt the first perspective.

### **2.2.2 Event Novelty**

Event novelty means that it is significantly different from past and present behaviors, characteristics, and events(Morgeson, et al., 2015; Lee., & Mitchell, 1994), and novelty events represent a new or sudden phenomenon. Event novelty refers to the degree of difference between what happened and past and present behaviors, characteristics, and events(Liu., & Liu, 2017). When faced with some completely new and unexpected events, we usually have no prepared steps or rules to deal with them, which forces us to understand and deal with the information conveyed by these events more deeply in order to make corresponding changes, or to create new behaviors, characteristics, and events to deal with these events(Morgeson, et al, 2015).

### **2.2.3 Proactive Work Behavior**

Since the 20th century, the academic community has shown great interest in employees' “proactivity,” which refers to their active engagement in work, as well as their initiative in proposing suggestions and solving problems. However, to date, there has been no consensus among academics on the understanding and definition of this concept. It was not until the 1990s that Frese and others introduced a new concept called “individual proactivity.” From that point on, an increasing number of studies began to focus on this concept and delve into it. The definitions of “proactivity” mainly fall into two categories. On one hand, some scholars define it as a persistent behavioral tendency(Bateman & Crant, 1993). Other scholars believe that “proactivity” is not just about a specific action or behavior, but a dynamic process and a way of working(Grant & Ashford, 2008).

### **2.2.4 Work Performance**

In the field of organizational management, research on work performance has been ongoing for a long time. Looking back at the academic history of the study of work performance, it can be mainly divided into two aspects: outcome-oriented and behavior-oriented. According to the research, we can understand work performance from two different perspectives. First, from an outcome-oriented perspective, performance refers to the achievements we have made in our work, including the extent to which tasks are completed, the degree of goal achievement, and the results brought about by work behaviors, etc.(Bernardin & Beatty, 1984). Secondly, from a behavior-oriented perspective, performance refers to the total expected value of discrete behaviors executed within a specific period of time(Motowidlo & Kell, 1994). Currently, the academic community has generally agreed on the definition of work performance from the latter perspective.

## **RESEARCH STATUS**

### **3.1 Research Status**

The Event System Theory was proposed in 2015 to better explain the dynamic impacts of events on individuals, organizations, and other related entities. Morgeson defined The Event System Theory as the classification of real things as those that can be clearly expressed as events, emphasizing the external dynamic experiences of things, including internal and external factors from the beginning of time, and these events can influence each other, but this influence is limited to specific times and spaces (Morgeson, et al., 2015). In The Event System Theory, events can be divided into three dimensions, namely the intensity of the event, the timing of the event, and the spatial location of the event. Before the proposal of this theory, many foreign scholars had already discussed the intensity of the impact of events. However, once the theory was proposed, scholars quickly applied it to various fields.

In the field of organizational management, Bruyaka and Phillips, among others, collected, organized, and observed negative events, and found that negative events could affect a company's choice of a partner (Motowidlo., & Kell, 1994). After the outbreak of the COVID-19 pandemic, many foreign scholars used The Event System Theory, such as McFarland, Reeves, and other scholars who applied The Event System Theory to analyze how COVID-19 events affected job-seeking behavior over time (Bruyaka, et al., 2017). Overall, foreign scholars have placed more emphasis on quantitative analysis than domestic research. However, although foreign research has been in-depth in some aspects, it still needs to be further analyzed in conjunction with China's local situation.

In recent years, with the continuous improvement of The Event System Theory, Chinese scholars have gradually applied it to various fields for research. From the perspective of personnel, case analysis is mostly used. Professor Liu Dong, one of the developers of The Event System Theory, has detailed discussions on the meanings and significance of each dimension of this theory and provided specific examples to illustrate its application and extension to the management field. For example, he elaborated on how to expand the study of this theory in the context of employee turnover (Liu., & Liu, 2017). Based on Professor Liu Dong's theory of application and promotion, Chinese scholars have increasingly used The Event System Theory in case studies. Among them, accidents in high-risk industries have also been used as events and applied to various fields. In 2016, a group of scholars including Song Jiewen conducted a study, selecting accident cases from 2000 to the present as the research subject. To better understand the causes of these accidents, they combined The Event System Theory, a theory used to analyze the development of events. This study was the first to treat stampedes as events and research their occurrence mechanisms. In addition, they conducted risk assessments to evaluate the risk level of these accidents (Mari, et al., 2020). In 2017, Zhang Sipei and Zhuang Yue collaborated to build a very important accident reflection mechanism, which provides a good reference for us to prevent major accidents and improve safety measures (Zhang, et al., 2017).

From the perspective of individual perception and behavior, Yu Huiling and others used negative tourism events and the online spread of word-of-mouth as events and found that the performance of the tourists except for being influenced by negative word-of-mouth, also depends on the tourist's personality and their acceptance of risk (Zhang & Zhuang, 2017). Liu Yun and other scholars explored the impact of the NEWCROWN virus event on emotional exhaustion and workplace behavior based on the Event System Theory and found that women working in offices perceived a stronger threat influenced by the intensity of the event system (PERSONALSYSTEM) than men (Yao, et al., 2023). Wei Wei and others distributed questionnaires to over 300 employees from 8 companies, measuring their perceptions of novelty, subversion, and significance of event acquisition. They found that the benefits of colleague resources and the perception of threats play a significant positive role in individual status, team member resource threat perception, and interpersonal avoidance behavior between event acquisition and seeking help from colleagues, avoiding behavior (Liu & Wang, 2017). Lu Hui and other scholars believe that event significance is positively correlated with proactive employee behavior (Wei, 2022). Li Yongfang and other scholars believe that event significance has a significant impact on work performance (Lu, 2019). However, research on the impact of event novelty on the work performance of new generation employees in China is not sufficient and needs further discussion.

### **3.3 Summary and Innovative Aspects**

In summary, foreign research on the Event System Theory is relatively in-depth, with a greater emphasis on quantitative analysis, while domestic research combines the theory with specific fields and events, focusing more on empirical research. Both parties focus on a dynamic perspective to pay attention to and explain the Event System Theory. However, for the logistics industry, previous studies have mainly concentrated on the impact of event significance on employee performance, and there is little research on how event novelty affects employee work performance. Therefore, this study aims to fill this research gap.

Innovation: First, this article combines qualitative and quantitative research, starting from the novelty of events in the Event System Theory, which makes up for the lack of research on the impact of event novelty on employee performance, providing valuable references for enterprises. Second, the research results can provide a basis for LKK Logistics Company (LKK) to improve employee performance, which is beneficial to improve production efficiency and meets the practical significance and needs of the times.

## **METHODOLOGY**

### **4.1 Research Subjects**

This study focuses on the new generation employees at LKK Logistics Company (LKK), which is located in Shenzhen. LKK is a comprehensive logistics service provider that integrates express delivery, logistics, and information technology services, with extensive business experience. The company recruits employees from across the country, and the average age of its employees is 30 years, with the new generation employees accounting for 70% of the total number of employees. Due

to the focus of this paper on how event novelty affects the work performance of new generation employees, the high proportion of new generation employees at LKK is beneficial for this research investigation.

#### **4.2 Research Questions**

Under the background of the digital age and based on the perspective of The Event System Theory, this paper proposes a theoretical model that includes three variables: event novelty, proactive work behavior, and work performance. Taking LKK as a specific research sample, a questionnaire survey was conducted among the employees to carry out empirical research, and in-depth research on the factors affecting the work performance of new generation employees was conducted based on individual interviews. The main research questions of this study are as follows:

Does event novelty have a positive impact on the proactive work behavior of employees?

(2) Does proactive work behavior have a positive impact on work performance?

(3) Does proactive work behavior act as a mediator between event novelty and work performance?

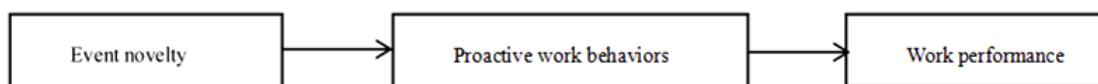


Figure 1 Research Theoretical Model

#### **4.3 Hypotheses**

Through extensive literature review and practical investigation, this study takes the proactive work behavior and event novelty of new generation employees at LKK as independent variables and work performance as the dependent variable. The study analyzes the reactions of new generation employees to event novelty. The research hypotheses of this study are as follows:

Hypothesis 1: Event novelty can positively stimulate the proactive work behavior of new generation employees. Hypothesis.

Hypothesis 2: The proactive work behavior of new generation employees has a positive impact on work performance.

Hypothesis 3: In the relationship between event novelty and work performance, the proactive work behavior of new generation employees plays an intermediary role.

#### **4.4 Research Tools**

##### **4.4.1 Literature Research**

The required literature was searched for on websites such as CNKI and VIP, using keywords such as “event novelty,” “proactive work behavior,” and “work performance.” Information was integrated, and efforts were made to gain as comprehensive an understanding as possible of both domestic and international discussions and research on event novelty. The methods were studied and summarized, and they were applied to the research in this paper.

##### **4.4.2 Questionnaire**

The research questionnaire targeted LKK, deeply analyzing the current status of the work performance of the new generation employees and how event novelty affects employee performance, with the aim of proposing reflections and recommendations. To ensure the accuracy and fairness of the survey, a stratified sampling method was used for the questionnaire: LKK has 7000 employees, and 1000 were randomly selected. According to the age of the employees, they were divided into three layers: 30 years old and under accounted for 30%, 35-49 years old accounted for 60%, and over 50 years old accounted for 10%. A total of 2800 people were surveyed from the 7000 employees, with 120, 240, and 40 people selected from each layer, respectively. The questionnaire content included evaluations of the event novelty, proactive work behavior of employees (as a mediating variable), and the intensity of boundaries (as a control variable) by team members, as well as the collection of basic personal information of employees. The questionnaire was distributed both online and offline (via WeChat platform) on December 18, 2024, and 400 valid questionnaires were successfully collected by January 31, 2025, with a recovery rate and validity rate of 100%.

The questionnaire design referred to the research and theories of scholars such as Morgeson, et al (2015), Parker and William (2006), combining them with the theme of this study to develop four constructs; Construct 1 reactions to event novelty (Q1-Q8), Construct 2 personal basic information (Q9-Q11), Construct 3 proactive work behavior (Q12-Q16), and Construct 4 work focus (Q17-Q19), totaling 19 questions.

The Likert 5-point scale was used for the items in this study, with scores ranging from 1 to 5 representing five different levels from “strongly agree” to “strongly disagree.” SPSS27.0 and EXCEL tools were used to organize and analyze the questionnaire data.

**4.4.3 Interview**

Based on the questionnaire survey, this study employed a non-structured case interview method. The interview outline was designed based on the research of scholars such as Lu Hui (2019) and was tailored to the research theme. Ten LKK employees were randomly selected as interviewees. The interview outline and coding were as follows: (1) “Views on the impact of The Event System Theory on work performance” (IV1-IV5); (2) Respondent code (X1-X10). The interview lasted about 30 minutes, with the focus exploring the factors influencing the work performance of the new generation employees and whether the interviewees were aware of the positive impact of event novelty on work performance. The interview data included the questions and answers and casual conversations during the interview, which were ultimately recorded, organized, and applied to research analysis.

**RESULTS**

**5.1 Validity and Reliability Analysis**

The validity and reliability of the questionnaire were tested using Alpha, KMO, and Bartlett’s tests. A higher level of reliability and validity indicates greater consistency and stability of the data content with the research objectives, resulting in higher validity of the questionnaire. Generally, a Cronbach’s alpha coefficient above 0.9 is considered very good for the reliability of a measurement tool, while a coefficient between 0.8 and 0.9 is considered good. Additionally, a KMO value above 0.8 indicates that the tool is suitable for factor analysis. Only when the KMO value meets the standard and the P value is less than 0.01 can we say that the tool has good structural validity. According to Table 1, the reliability coefficient  $\alpha$  is 0.844, which falls between 0.8 and 0.9. According to Table 2, the validity KMO value is 0.857, and the P value is less than 0.01. Therefore, the reliability and validity of the questionnaire are relatively good.

Table1 Cronbach’s  $\alpha$  Coefficient

Cronbach’s $\alpha$	Standard Cronbach’s $\alpha$	Sample size
0.844	0.844	400

Table 2KMO test and Bartlett’s test

KMO Value	
Bartlett’s sphericity test	.857
approximate chi-square	3108.213
df	190.000
p	.000

5.2 Sample Characteristics

The effective questionnaire survey yielded 400 valid samples. The specific characteristics of the samples are as follows in Table 3:

Table 2Questionnaire sample characteristics

Item	Options	Sample size	%
Age	Under 26	63	15.75
	26-30	133	33.25
	31-35	100	25.00
	36-40	44	11.00
	41-45	24	6.00
	46-50	20	5.00
Gender	51-55	16	4.00
	Man	223	55.75
Education level	Woman	177	44.25
	Junior high school and below	15	3.75
	Senior high school	72	18.00
	College	157	39.25
	Undergraduate	116	29.00
	Master’s degree and above	40	10.00

Among the participants, 55.75% are male, with a relatively balanced gender ratio. The age distribution of the survey participants mainly concentrates below 45 years old, with 15.75% under 26 years old, 33.25% between 26-30 years old, 25% between 31-35 years old, 11% between 34-40 years old, 6% between 41-45 years old, and the rest are 46 years old and

above. Additionally, the educational background of the participants is primarily technical secondary school, junior college, and undergraduate, accounting for a high proportion of 68.25%, with only 3.75% having a primary school education .

**5.3 Descriptive Analysis**

Descriptive Analysis: The descriptive analysis of the questionnaire survey on the work performance of the new generation employees is divided into three parts: reactions to event novelty, proactive work behavior, and work focus.

Reactions to Event Novelty: As shown in Figure 2, 59.81%(21.51%,38.30%)of the employees consider recent significant novel events to be important and necessary for long-term success. According to Figure 3, as most employees recognize the importance of significant novel events for themselves, over half (40%, 13.28%)of the new generation employees will prioritize and deal with this novel event first. According to Figure 4, 66.19% (21.04%, 45.15%) of the employees have a clear logic and approach to dealing with this novel event. It can be inferred that the new generation employees has a positive attitude towards the novelty of events and also has certain capabilities to cope with novel events.

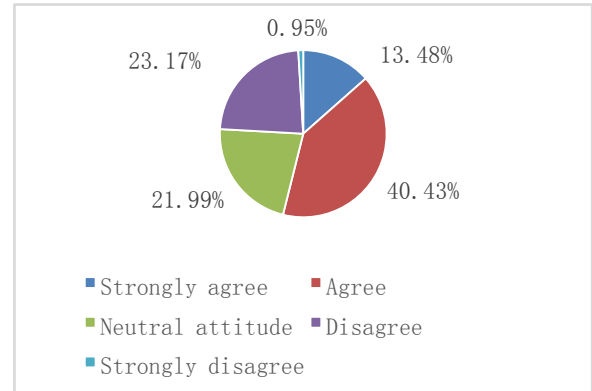
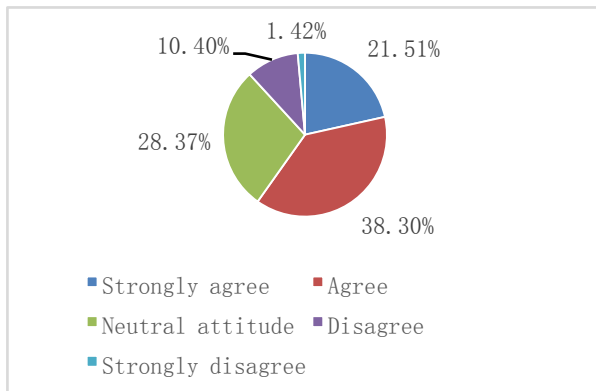


Figure 2 The importance given to novel events Figure 3 Prioritizing to handle novel events

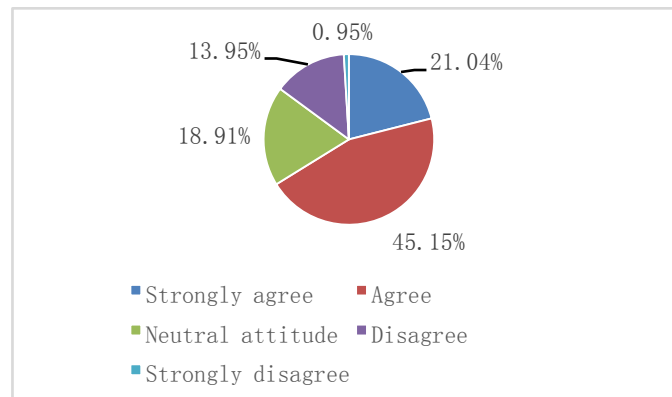


Figure 4 Possessing the ability to deal with novel events

Proactive Work Behavior: As shown in Figure 5, more than half (13.48%, 40.43%) of the employees actively look for reasons for the decline in performance and seek corresponding strategies to solve the problem. In addition, according to Figure 6, 64.53% (29.31%, 35.22%) of the employees have the idea of actively improving their own capabilities, aiming to improve their shortcomings. The survey results show that the new generation employees is very proactive in their work, preferring to look for shortcomings in themselves rather than blaming others, and willing to find measures to perfect their own shortcomings. Moreover, as shown in Figure 7, the new generation employees not only tends to improve their own capabilities but also actively provides suggestions to colleagues, helping them achieve improvement. It can be inferred that most new generation employees (35.22%, 31.91%) are willing to be proactive in their work.

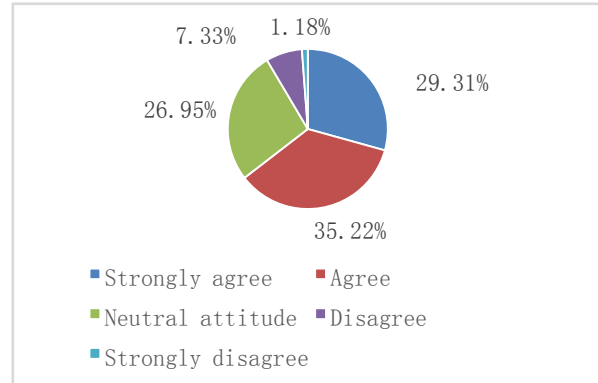
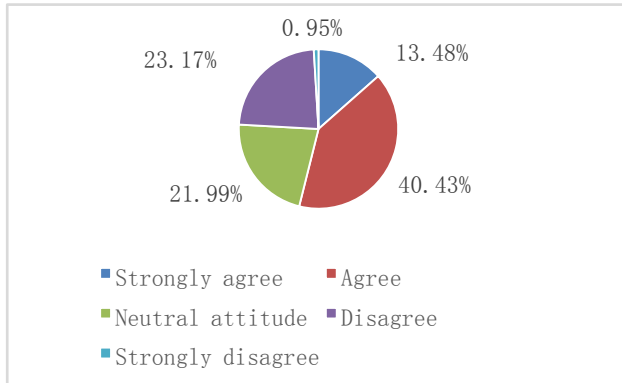


Figure 5 Willingly reflect work performance Figure 6 Willingly enhance capabilities

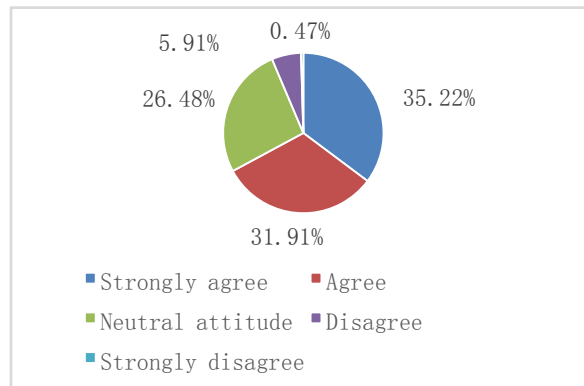


Figure 7 Willingly help colleagues

Work Focus: As shown in Figure 8, 55.32% (30.26%, 25.06%) of the employees focus on the content of their work during working hours. In addition, more than half of the employees exclude their personal life from working hours (as shown in Figure 9). This means that the new generation employees has a high level of focus during working hours (15.37%, 46.34%), which also reflects the high efficiency of employees’ work performance.

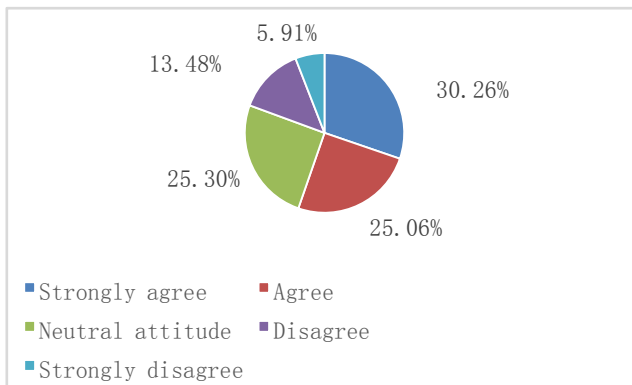


Figure 8 The degree of focus in work

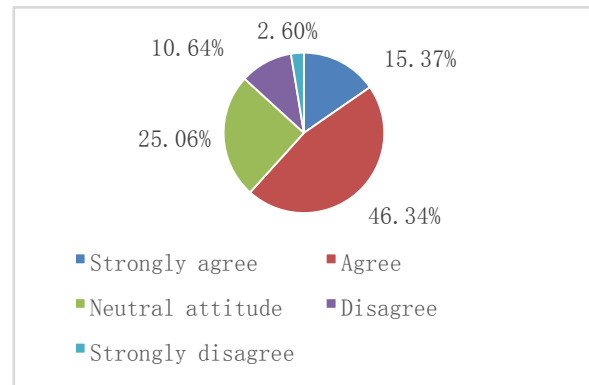


Figure 9 The degree of seriousness in work

#### 5.4 Correlation Analysis

The purpose of conducting correlation analysis is to study the degree of closeness between two variables and whether they are positively or negatively correlated. This method is primarily used for a preliminary judgment of the relationship between variables. In this paper, the Pearson correlation coefficient method is employed to study the correlation degree between various variables. According to the Pearson correlation coefficient method, if the coefficient falls within the range of -1 and 0, it indicates a negative correlation between variables, and if it falls within the range of 0 and 1, it indicates a positive correlation. Table 4 shows the correlation degree between event novelty (EN), proactive work behavior (PWB),

and work performance (WP). The results indicate that event novelty is positively correlated with employees' proactive work behavior ( $r=0.213$ ,  $p<0.01$ ) and work performance ( $r=0.551$ ,  $p<0.01$ ); furthermore, employees' proactive work behavior is positively correlated with work performance ( $r=0.39$ ,  $p<0.01$ ).

Table 4 The Correlation Analysis

	Item	EN	PWB	WP
EN	Pearson's correlation	1	.213**	.551**
	Significance (two-tailed)		.000	.000
	The number of cases	400	400	400
PWB	Pearson's correlation	.213**	1	.390**
	Significance (two-tailed)	.000		.000
	The number of cases	400	400	400
WP	Pearson's correlation	.551**	.390**	1
	Significance (two-tailed)	.000	.000	
	The number of cases	400	400	400

\*\* . At the 0.01 level (two-tailed), the correlation is significant.

## 5.5 Factor Analysis

### 5.5.1 New Generation Employees

For the new generation employees, a sense of identity and belonging to the organization is particularly important. New generation employees who have just entered the workforce are prone to identity crises and anxiety over self-worth, and a sense of identity and the degree of their contribution to the organization can satisfy their social emotional needs. On the one hand, the new generation employees will exhibit a stronger desire for a better life, considering their feelings as more important, and the salary they receive is one of the manifestations of their identity recognition (X1). Moreover, influenced by a better educational environment, they believe that once they enter the workforce, they should work even harder for the organization, striving to create greater value for the organization, thus the extent of their contribution to the organization can also satisfy the new generation's sense of identity (X4). On the other hand, the need for a sense of belonging is an instinct of social animals (X5), and it is an inevitable result for new generation employees to gradually integrate into the organization. If the organization can provide them with recognition and inclusiveness, they can also improve their work performance during the process of integrating into the organization. Furthermore, the new generation employees value their feelings more, and if the organization and department colleagues cannot provide them with the corresponding emotional value, it will affect their sense of belonging to the organization. Therefore, in addition to recognizing the work contribution of the new generation employees in a timely manner, it is also necessary to give them a positive response emotionally to ensure their work performance (X10).

### 5.5.2 Social Environment

After the reform and opening up, the living standards of the people have continued to improve, and the commodity economy has prospered, leading the whole nation into a new era. In the highly dynamic and increasingly complex market environment, the requirements of organizations for the new generation employees have continued to rise. Organizations expect the new generation employees to be "all-rounders," helping the organization to quickly adapt to market changes and flexibly deal with market risks and challenges.

With the increase in recruitment requirements, new generation employees have finally gained the opportunity to work, only to face endless overtime or other demands, enduring huge work pressure, which is not conducive to improving work performance (X2). Although the increase in recruitment requirements is an inevitable requirement of social progress, this cannot become a reason for the arbitrary quantification of the value of the new generation employees in public. Only moderate work pressure can promote the natural progress of employees and lead to a positive improvement in work performance.

Additionally, in recent years, we have been facing the pressure of continuous global economic decline and increasingly fierce trade disputes between countries, which has gradually slowed down our country's economic growth rate. Against this background, our labor market has been hit hard by employment shocks, which also brings significant employment competition and psychological pressure to the new generation employees. Therefore, the employment policies and talent development strategies formulated by the state are closely related to the employment and work performance of the new generation employees (X7).



### **5.5.3 Cultural Environment**

The impact of organizational culture on employee work performance is extremely significant. In recent years, democratic leadership styles have been highly sought after by many enterprises. This type of leader values the opinions of team members and accepts their views, encouraging employees to actively express their opinions before decision-making. This leadership style greatly improves employees' sense of organizational belonging and work enthusiasm, which is beneficial for improving the work performance of the new generation employees (X3).

Moreover, the complexification of the market environment has also led to the emergence of innovative culture in the public eye. This type of organizational culture focuses on members' innovative capabilities, their willingness to try, and their spirit of adventure. Under the influence of innovative culture, the proactive work enthusiasm of the new generation employees increases, and they are more actively involved in the completion of work and team building processes, thereby more efficiently improving their own and even the entire organization's work performance (X8).

On the other hand, emotional commitment of the organization is an important factor affecting the work performance of the new generation employees (X6). The emotional commitment of the organization to employees reflects the organization's recognition of employees' contributions, which can enable employees to experience the sense of meaning in their work (X9). Furthermore, after experiencing the happiness generated by work, the new generation employees will also correspondingly increase their proactive work enthusiasm, which is also positive for improving work performance.

### **5.6 Discussion**

The purpose of this paper is to conduct empirical research based on the Event System Theory to reveal the reasons affecting the work performance of the new generation employees, to verify the rationality of the hypothesis that event novelty can improve employee work performance, and to provide suggestions for enterprises to improve the work performance of the new generation employees. This study has important practical significance and reference value.

#### **5.6.1 Hypothesis Results**

Through the data analysis of the study, it is concluded that:

Hypothesis 1, 2, and 3 are established. Event novelty can positively affect the proactive work behavior of the new generation employees, and the proactive work behavior of the new generation employees has a positive impact on work performance, and the proactive work behavior of the new generation employees mediates the relationship between event novelty and work performance.

Based on the above survey results, it is meaningful to discuss the impact of dynamic characteristics on the work performance of the new generation employees. It can reveal the positive impact of event novelty on the work performance of the new generation employees and provide insights for enterprises on how to improve the work performance of the new generation employees, ultimately promoting the further development of enterprises.

#### **5.6.2 Research Significance**

**Theoretical significance:** In the 21st century, the new generation employees has gradually entered the workplace and become a solid force in various industries, leading to increased attention on the research of the new generation employees' work performance. Prior scholars' research on the new generation employees' work performance under the Event System Theory is currently limited. This paper, on the basis of summarizing previous achievements, takes L Logistics Company as the research subject and studies the path of how event novelty affects the work performance of the new generation employees under the Event System Theory, enriching its related research and providing theoretical guidance for enterprises to improve the work performance of the new generation employees and enhance their market competitiveness.

**Practical significance:** Proactive work behavior by employees is a key factor in improving work performance, and the increasingly complex and dynamic market environment prompts enterprises to pay more attention to maximizing the value of employees. Therefore, how to improve employees' proactive work behavior has become the primary issue in the development of enterprises. This paper deeply analyzes how event novelty influences the work performance of the new generation employees through their proactive work behavior, helping the new generation employees to recognize their practical value and helping enterprises to improve the work performance of the new generation employees, which plays an important role in practical practice.

## **CONCLUSION AND RECOMMENDATIONS**

### **6.1 Conclusion**

The research findings indicate that when facing novel events, the new generation employees prioritizes handling these events because they believe that significant novel events are extremely important for their future development, and they also firmly believe that they have sufficient ability to deal with these novel events. The process of handling novel events

also stimulates the proactive work behavior of the new generation employees, thereby improving their work performance. In addition to the novelty of the event itself affecting the work performance of the new generation employees, their sense of identity with the organization and the social environment of the organizational culture also impact work performance. After verifying the rationality of the model that event novelty affects the work performance of the new generation employees through proactive work behavior, this paper discusses other factors affecting the work performance of the new generation employees and finally provides suggestions for enterprises to improve the work performance of the new generation employees.

## **6.2 Recommendations**

### **6.2.1 The New Generation Employees**

Firstly, the new generation employees should recognize their own value, adhere to their subjectivity, demonstrate initiative, and cultivate the habit of proactive work. They should prove their capabilities and value through actual labor. Secondly, they should develop a correct critical consciousness, foster their innovative thinking, refuse to blindly follow others, and have their own opinions and clear solutions for significant novel events. Lastly, the new generation employees should embrace a mindset of inclusiveness and face their external limitations head-on. They should improve their experience and problem-solving abilities through reading, seeking advice from accomplished predecessors, and strive to be well-rounded individuals.

### **6.2.2 The Enterprise Level**

Firstly, enterprises should value the cultivation of the new generation employees, providing them with corresponding employee training and establishing corresponding ability assessments to enhance employees' work capabilities. Secondly, the role of organizational culture should be emphasized, encouraging employees to participate more in organizational decision-making, cultivating the innovative awareness of the new generation employees, and encouraging employees to improve their own innovative capabilities in practice. Thirdly, enterprises should encourage mutual assistance and learning among employees, and managers should have a deeper understanding of novel events within the organization during the work process. This can help develop employees' proactive work behavior in response to events. In addition to passively responding to events, enterprises can also actively create novel events to inspire employees' proactive work behavior.

### **6.2.3 The Social Level**

For laws and regulations, the state should improve relevant laws for employee protection and employment security. For the legal rights and interests of staff, government departments should also conduct strict reviews, making enterprises willingly take the responsibilities and safeguard the legal rights and interests of employees.

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