

A Study on the Inclusion of Performance Management System in Retaining Hotel Employees

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Abstract: Organizations needed to apply performance management techniques to improve the overall productivity and performance of their employees. This research paper gives an overview of the performance appraisal and methods adopted for performance appraisal in the hotel industry. It is a process realized annually in hotels that directly influences the motivation of employees. The final objective of this research paper is to study the methods of performance appraisal adopted by the hotel industry.

Keywords: performance appraisal, methods.

I. INTRODUCTION

Performance management is a sketched system for the identification of the specific ways to accomplish organizational goals through regular assessment and feedback leading to enhancement of hands-on performance.

Performance management is to be directed as a methodical process through which the entire association's performance can be bettered with the help of the concentration on the indulgence of individuals within a team ecosystem. It is the medium for promoting a superior performance by communicating prospectus, defining places within a needed capability frame, and establishing attainable marks.

Performance management systems are phrased in such a way that it provides a cut-throat competitive edge to the organization. Overall these systems uplift better performance but on the other hand, it also helps the individual employee to discover the loops which need to be improved.

1.1 Objective of the Study

To study the methods of the performance appraisal for hotel employees.

1.2 Research Methodology

Secondary data has been used in the present study. The secondary data includes the sources of online research papers, websites, etc. A literature review has been taken for the extensive study of the topic.

II. LITERATURE REVIEW IN INDIAN CONTEXT

S. No.	Name of authors and Year	Title of the Paper	Findings
1	Swati Chauhan and Dr. Manisha Sharma (2014)	Performance Management System: An Analysis	In an organization, it is essential to have a well-organized management ecosystem to glorify productivity and satisfaction status among employees.
2	Deepa et al (2014)	Effect of Performance Appraisal System on Organizational Commitment, Job Satisfaction, and Productivity	The formal and appared performance appraisal approach has been elated to evaluate and measure the employee behavior and work done efficiency of each one and also helps to self-introspect the employees shortly.

3	Singh A. (2016)	Literature review on Performance appraisal system.	Performance appraisal is an essential tool for establishing goals that solve the problem of the performance rating of an employee.
4	Sukanta Mishra and Dr. Chandan Kumar Sahoo (2015)	Organizational Effort towards performance management system; A key to Success	For the accomplishment of the organizational goals, the structured and fruitful implementation of the performance management system is the only success key. Since its system and subsystem merge to work, the aim of it is to create an integrated fashion for achieving optimum results.
5	Dr. S. Poongavanam (2014)	An Empirical Study on Performance Management System	Performance management system emulates an important role to have easy access to executive performances and purposes such as promotion, training, and job advancement.
6	Rajput & Veena (2015),	Performance Appraisal System	Performance appraisal for the existing employees is done annually and on the other hand, for the recruits and as well for trainees it is done every quarter.

III. PERFORMANCE MANAGEMENT SYSTEMS FOLLOWED IN THE HOTEL INDUSTRY

3.1 Performance Appraisal

Performance appraisal is done gradually with the objective of the satisfactory training needed for the employee, so that it doesn't affect his promotions and to provide him with inclined new pay scale, retention, or termination.

Methods of Performance Appraisal

1. **Rating Scales:** Rating scales accomplish various numerical scales relating to job elevated performance criteria such as responsibility, action, output, attendance, status, etc. Each scaleranges from excellent to poor. Conclusions are derived based on total numerical scores.
2. **Checklist:** A checklist of statements of essential traits of the employee is taken in Yes or No format.
3. **Forced Choice Method:** The series of events is managed within the criteria of two or more being provided and then the rater indicates which statement is correct or not. The rater has no option but to make a choice. However, the HR department has to do the actual and essential assessment.
4. **Forced Distribution Method:** Here, the employees are assembled around a high point over the rating scale. Rater is impelled to expand the employees of the organization within all points over the scale. It is assumed that the performance is verified to normal distribution.
5. **Management by Objectives:** This refers to measuring performance based on how well the management accomplished its goals. The MBO method is as follows. Set objectives and intended results for each subordinate. establishing performance criteria Actual goals and the employee's achieved goals are compared. Thus new objectives and new tactics are set to accomplish previous targets.
6. **Assessment Centres:** An assessment center provides a gathering place where managers can gather employees to participate in activities that are about their current position and their performance will be checked by observers. People's behavior throughout the selection of activities or work samples is taken here. Traits such as assertiveness, persuasion, communication, organization, preparation, self-assurance, resilience to stressful circumstances, endurance, the making of decisions, responsiveness to feelings, managerial ability, innovation, and mental acuity, among others are evaluated.
7. **Psychological evaluations:** These evaluations focus more on appraising an employee's ability for future success. In this process, the depth interviews, considerations involving supervisors, and a review of previous valuations are all used.
8. **360-Degree Feedback:** This technological process is the methodical collecting of performance data on the specific group, coming from a variety of stakeholders including direct administrators, platoon members,

customers and clients, peers, and tone. Anyone who possesses important information about how a worker does his or her job could potentially be among one of the appraisers. In terms of excessive viewpoint, subpar tone development, and multi-source input, this technical option is significantly advantageous. 360-degree evaluations help evaluate interpersonal skills, customer satisfaction, and organizational structure skills. However, inputting comments from many sources might be daunting, difficult, etc. Multiple reviewers may fall short of providing fair and impartial feedback.

IV. CONCLUSION

It can be concluded from the above study that career-oriented appraisal is the best way to help employees and motivate them within the company. Performance review is perhaps objective-oriented and reward-oriented. The manager of the hotel must propose a development-oriented view of appraisals for the betterment of the employees.

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