A Study related to the Importance of performance evaluation structure in a hotel management establishment

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Extended abstract

Operative performance appraisal system in a hospitality institution has precise implication; it governs the institution's Progress. Performance Appraisal System is a joint process that facilitates supervisor and employee to identify common goals; these goals are associated with the vision and mission of the institution. Performance appraisal is neither practice nor a single step; it can be well-thought-out as an ongoing process that identifies inspiration to perform well employees need to know what their managers expect of them and appraise them of their performance where the improvements are needed. There are several reasons, why an organization needs a comprehensive and dynamic performance appraisal system; it enables the management to take optimal decisions regarding progression and succession of the managerial team. Addressing the training needs and upgrading the managerial staff will optimize the output of the organization towards achieving the milestones of development.

The scope of the study

The scope of the study is limited to the analysis of the present performance appraisal system of Welcome group Graduate School of Hotel Administration, Manipal and Map an SWOC calendar for WGSHA.

Justification of the study

This research is an attempt to assess the performance appraisal system of welcome group Graduate School of Hotel Administration by trying to study different aspects related to a system and thereby, finds ways to improve the present system. This research would be a positive reference for the future studies and will provide the organization an insight into the system for improving the same.

Objectives of the study

- To identify the strength and weakness of the present appraisal system at WGS HA, Manipal.
- To examine the association of reward system with performance appraisal system at WGS HA.
- To give the recommendation to improve the appraisal system from the analysis.

Research Design

This research is a Descriptive and Analytic Research, where an attempt is made to study the performance appraisal system at WGS HA, Manipal.

Sources and Method of Data Collection

The research encompassed data from Primary and the secondary sources.

Primary Data

- **Controlled Survey**: Employees views are composed by using a survey method.
- **Interview method**: The major source includes a structured interview with HR Team.
- **Current process mapping**: mapping the current performance appraisal system as an intern at WGS HA, Manipal has been a suitable source of information to write this paper.
Secondary data

- **Yearly Reports/Additional Publications** - Reports and other publications were the focal sources of secondary information.

- **Internet Websites** - Websites of WGSNA, Manipal University, and Manipal were explored to obtain relevant information about the organization.

- Referring textbooks, journals, periodicals, Internet Sources, etc.