

Plot No. 2, Knowledge Park-III, Greater Noida (U.P.)–201306

**POST GRADUATE DIPLOMA IN MANAGEMENT (2018-20)**  
**MID TERM EXAMINATIONS (TERM -V)**

Subject Name: **Performance Management and Competency Mapping**

Time: **01.30 hrs**

Subject Code: **PGH-03**

Max Marks: **20**

**Note:**

- 1. Writing anything except Roll Number on question paper will be deemed as an act of indulging in unfair means and action shall be taken as per rules.**
- 2. All questions are compulsory in Section A, B & C. Section A carries 1 Case Study of 8 marks. Section B carries 3 questions of 2 marks each and Section C carries 2 questions of 3 marks each.**

**SECTION – A**

**04+04 = 08 Marks**

**Q. 1: Case Study:**

Hotel Asia International, a five star hotel located in a metro city of India has a turnover of little over 100 crores with 420 rooms, five restaurants, six conference halls, golf club and other paraphernalia. The hotel is owned by a Rajasthan Marwari business family. Currently, occupancy rate of the hotel is above 75 per cent, which is remarkable achievement for any hotel. Financials of the hotel are sound with last financial year profit after tax standing at eighteen crore rupees. The hotel is known for its progressive human resource policies. Organizational culture is characterized by openness, commitment, risk taking, respect for individual and encourages employees to optimize their potential. Top management of the hotel takes keen interest in welfare, career growth and well being of employees. As a result, employee turnover of the hotel is far below than of average turnover of the hotel industry. Organizational culture across all departments in the hotel is uniform and employees take pride in working in such an environment. Management of the hotel has decided to capitalize on this rich organizational culture in institutionalization of performance of employees as a way of life.

- Discuss in your view what should the management of this hotel do to achieve this target of performance management institutionalization.
- How can a supportive organizational culture existing in the organization be of help in this process?

**SECTION – B**

**02×03 = 06 Marks**

Q. 2: How performance management system is linked with other HR Systems?

Q. 3: What are the pre-requisites of performance management?

Q. 4: Why do different organizations have different performance management system, despite of same principles of performance management system?

**SECTION – C**

**03×02 = 06 Marks**

Q.5. “Performance management should be a continuous process”. In light of this statement, Discuss the features of a good performance management system.

Q. 6. What should or should not include in performance appraisal form?