

**COMPETENCY MAPPING AND ITS IMPACT ON EMPLOYEE PERFORMANCE
AT OO7 TRADE INTERNATIONAL PVT. LTD**

Dr.T.V.Ambuli ¹ and Mr. R. Surendher ²

1 Associate Professor, Department of Commerce, SRM Institute of Science Technology,
Chennai.

2 Assistant Professor, Department of Management Studies, Jerusalem College of Engineering,
Chennai.

ABSTRACT

The paper identifies the Competency Mapping and its impact on employee performance at OO7 Trade International Pvt. Ltd". The purpose of the research is to analyse the need and identify the influencing factors of employees competency level in an organization with special reference to OO7 TIPL. The Research Design used in this research is Descriptive research .The data was collected through survey approach with the help of Structured questionnaire as the data collection instrument for the collection of primary data. Files, records and company's website have been used for secondary data. The census sampling method has been taken since both population size and sample size is 120.The data are collected through the questionnaire and it was analysed with the statistical tools like correlation, chi- square and weighted average method.The important finding is to assist the organization to improve in the respective field.

***Keywords:** Competency Mapping ,organization, employee, survey approach, company's website, Employee Performance*

1. INTRODUCTION

The modern economy's globalization demands creative methods of personnel management. Rapid changes in the population and societal structures have created room for a variety of HR strategies that boost worker productivity and development. Competency mapping is also one of the most often used HR practices for staff development.

In the current environment, every industry is attempting to reach high levels of effectiveness and efficiency in order to withstand the fierce competition. The process of determining essential competencies for a business or organization (Kumari & Kamal, 2021), together with the roles and responsibilities, is called competency mapping. It analyzes a person's SWOT for a deeper comprehension, which advances his professional development. As a result, managers must increase the efficacy and efficiency of their company's operations. Initiatives like TQM, TPM (Hailu et al., 2018), BPR, and others that are comparable offer guidance for enhancing business operations. Effective managers utilize their understanding of the various attributes that an individual has to possess in order to perform a job well in order to choose and develop their

subordinates. The construction of objective systems for hiring, training for promotions, Individual level of training and development, and performance diagnostics is aided by competency mapping. Competency mapping is an additional strategic HR framework used to track performance (Uddin et al., 2012).

Competency mapping highlights the particular talents that would make a candidate desirable to an employer and isn't restricted to confirmed employees of a company. It may also be done for contract workers or job seekers. These kinds of abilities can be discovered after a person is prepared to work.

A person's competence is their capacity to perform a task correctly. A competency is a collection of behavioral growth in a specific employee. All of the relevant knowledge, skills (Breen et al., 2014), aptitudes, and characteristics that go into a person's work are referred to as competencies. This collection of context-specific traits is associated with higher job performance and can be used as a benchmark for hiring, developing, and recruiting personnel as well as for measuring job success.

1.1 OBJECTIVES OF STUDY:

- To find whether there is a significant relationship between knowledge of employees and performance of the organization.
- To determine the association between qualification and knowledge on production.
- To identify the factors which influence towards the competency level of the employees

1.2 SCOPE OF THE STUDY:

- To diagnose the performance of employees for better productivity.
- The study will the light on the various features of the department and employee scoring for the management supervision.
- By understanding their competency required training can be afforded to the employees.

1.3 NEED OF THE STUDY

- Need for ensuring that for performing various critical roles competent people are inevitable
- Identifies the gap for improvements (Kaur & Kumar, 2013).
- To find out the gap between the existing competencies of an employee and the competencies that are required based on their department.

1.4 LIMITATIONS OF THE STUDY

- The study was centered only in OO7 TRADE INTERNATIONAL PVT .LTD.
- Some of the information cannot be accessed due to its confidential nature.
- Limited time span for carrying out study also restricted the research work.
- The response given by the selected respondents may be subjected to bias.

2. LITERATURE REVIEW

Competencies are not position-specific; rather, they highlight an individual's most distinctive abilities and qualities. The crucial role in determining the competences must be played by the line managers involved in learning and performance evaluation. Organizations have unprecedented difficulties in maintaining a competitive edge in the current globalized and fiercely competitive economy. In order to do this, firms must respect their human resources by recognizing the traits and actions that boost productivity and promote sustainability. (Saxena, 2018)

(Kumar Khanna & Gupta, 2014) The purpose of this research is to evaluate and contrast the impact of competency-based training on the TQM and 5 "S" status at SKH Metals Ltd. and Mayur Uniquoters Ltd. They create a competency training session tailored to the industries and assemble a list of the most crucial competency variables. Before and after competency-based training in MUL, a competency index, 5 "S" index, and TQM index will be calculated using quality award models. Sustainable industrial growth which can contribute to the growth of the nation. (Priya & Magesh, 2015)

The competitive landscape of international companies is changing, with a focus on value creation rather than efficiency and scale expansion. This means that management must prioritize the strategic use of human resources. The proficiency of organizations in implementing competency-based human resource management. Given the evolving nature of businesses, HRM is becoming an increasingly vital component of their survival. They investigated the extent to which competency mapping may be used to analyze skill gaps and potentially raise competency levels. Just like financial managers creating value for their shareholders by proper management of working capital (Ambuli, 2019). By focusing on the gaps that are necessary for the job at hand, competency mapping will be implemented. These gaps can then be filled through training, which will increase organizational effectiveness and make it easier for the organization to meet (Kaur & Kumar, 2013).

3. RESEARCH METHODOLOGY

Research design: This study used descriptive research. .

Target Respondents: For this research target respondents are OO7 Employees

Population size: 120

Sample size: 120

Sampling Technique Census sampling

Data Collection:

Primary data is collected through questionnaires.

Secondary data is data which is available from internal and external sources.

Tools for analysis:

Correlation

Chi-square test

Weighted average

4.DATA ANALYSIS

4.1 CORRELATION ANALYSIS

To find whether there is a significant relationship between knowledge of employees and performance of the organization.

Null Hypothesis(H₀):

There is no significant relationship between knowledge of employees and performance of the organization.

Alternative Hypothesis(H₁):

There is a significant relationship between knowledge of employee and performance of the organization.

Table no:4.1.1

		Competency Mapping Improves Knowledge Of Employees To Meet The Need Of The company	What Is Your Opinion About Competency Is The Only Sources To Improve The Performance Of The Organisation
Competency mapping Improves knowledge Of Employees To Meet The Need Of Company	Pearson Correlation	1	.379**
	Sig. (2-tailed)		.000
	N	120	120
What is your opinion About competency is The Only Sources To	Pearson Correlation	.379**	1
	Sig. (2-tailed)	.000	

Improve Performance The Organisation	The Of	N	120	120
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INFERENCE:

The significance value 0.01 is greater than 0.000. H₀ is rejected. Hence there is a significant relationship between knowledge of employees and performance of the organization.

4.2 CHI SQUARE ANALYSIS:

To determine the association between qualification and knowledge on production.

Null Hypothesis(h₀):

There is no association between qualification and knowledge on production.

Alternative hypothesis(h₁):

There is an association between qualification and knowledge on production.

Table 4.2.1

Particulars	Value	df	Asymp.Sig. (2-sided)
PearsonChi-Square	40.864 ^a	16	.001
LikelihoodRatio	30.575	16	.015
Linear-by-Linear Association	14.890	1	.000
No of ValidCases	120		

INFERENCE:

The significant value $0.05 > 0.001$. Null hypothesis H₀ is rejected. Alternate hypothesis H₁ is accepted. Hence there is an association between the qualification and knowledge in production.

4.3 WEIGHTED AVERAGE

Table 4.3.1

FACTORS	T&D PROGRAM WILL ENHANCE COMPETENCIES			COMPETENCY MAPPING HELPS IN MEETING TARGET		COMPETENCY MAPPING IMPROVES KNOWLEDGE OF EMPLOYEES		COMPETENCY IS ONLY SOURCE TO IMPROVE THE PERFORMANCE		COMPETENCY MAPPING CAN DEVELOP EMPLOYEE ATTITUDE	
	W	X1	X1*W	X2	X2*W	X3	X3*W	X4	X4*W	X5	X5*W
SA	5	38	190	41	205	46	230	2	10	32	160
A	4	59	236	65	260	53	212	24	96	75	300
N	3	13	39	12	36	14	42	45	135	11	33
DA	2	10	20	2	4	6	12	47	94	0	0
SDA	1	0	0	0	0	1	1	2	2	2	2
TOTAL	15	120	485	120	505	120	497	120	337	120	495
			32.333		33.6667		33.13333		22.46667		33
RANK			4		1		2		5		3

INFERENCE:

Weighted average tends that respondent with view that Competency Mapping helps in meeting target of the employee has the 1strank with 33.667, Competency Mapping Improves Knowledge Theemployees has the 2nd rank with 33.1333, Competency mapping develop employee attitude has the 3rd rank with 33, T&D program will enhance competencies has 4th rank. Competency is only source to improve the performance has 5th rank.

5. FINDINGS

- 45.8 %of the respondents have done post graduation.
- 59.2%of the respondents are male.
- 42.5%of the respondents are getting their salary between 10000 – 20000.
- 43.3%of the respondents belong to the age group 21 – 30.
- 99.2% of the respondents say that competency mapping is necessary in the present scenario.
- 65.8%oftherespondentsareagreewith trainingprovidedbyorganizationits free of cost.
- 42.2% of the respondents agree that competency mapping helps to improve knowledge to youth needs of the company.
- 39.2% of the respondents disagree that competency mapping is only a source to the performance of the organization.
- 62.5% of the respondents agree that competency mapping helps in improving employee attitude.
- 99.8%of the respondents are feeling defined about their job.
- 52.5%of the respondents are agreeing that competency mapping helps in motivation

support.

- 66.7% of the respondents say that it is vital, which stresses tolerance in the organization.
- 75.8 % of the respondents say that it is definitely important with detailed consciousness in getting extra information.
- 71.7% of the respondents say that definitely important with knowledge of production among the employees.
- 96.7%of the respondents say that organization helps incompetency mapping and development.
- The significance value 0.01 is greater than 0.000. H0 is rejected. Hence there is a significant relationship between knowledge of employees and performance of the organization.
- The significant value. 05 >0.001. Null hypothesis H0 is rejected. Alternate hypothesis H1 is accepted. Hence there is an association between the qualification and knowledge in production.
- Weighted average tends that respondent with view that Competency Mapping helps in meeting target of the employee has the 1st rank with 33.66

5.1 SUGGESTIONS

The Training provided needs to emphasize more on the skills acquired by the trainers to perform the job effectively depending on competences.

Training can be provided by the organization at free of cost.

The employee must be motivated by the organization.

Roles and responsibilities must clearly explain the employees.

Knowledge of production and knowledge of operation an employee contributes greatly towards the appraisal of the employees, and therefore needs constant improvements, which involves experience.

6.CONCLUSION

Competency mapping and assessment provides clear indication of the employee development need. Candidates' weakness with respect to the required competencies discovered in the assessment shows opportunity for the development of the candidate. OO7 TRADE INTERNATIONAL PRIVATE LIMITED also benefited out of the competency mapping. This organization has used the competency mapping for various purposes like selection process, performance appraisal (Smithesh & Shameem, 2018), succession planning & promotion etc. There is no doubt that if the organization has used competency mapping, they will definitely have success. At the present scenario, competency mapping is essential for every organization. If the organization uses it effectively, they will definitely get benefits. The employee competencies can be enhanced through conducting various training and development programs, assigning projects, to involve the entire employee indecision-making process etc.

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