A STUDY ON IMPACT OF COMPETENCY MAPPING OF EMPLOYEE

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Abstract: The dynamic nature of today's business environment demands a skilled, adaptable, and competent workforce. This study explores the impact of competency mapping on employee performance, satisfaction, and organizational growth. Competency mapping is a strategic HR tool used to identify key competencies required for various roles within an organization and match them with individual capabilities. The primary objective of this research is to examine how competency mapping influences employee skill, knowledge, ability, and behaviour. A structured questionnaire was used to gather data from employees at Nexone Resources India Pvt Ltd. The results indicate that effective competency mapping leads to improved job clarity, better alignment between individual and organizational goals, and increased employee engagement. This study concludes that incorporating competency mapping into HR practices not only boosts individual performance but also contributes significantly to the overall efficiency and competitiveness of the organization.

Keywords: Competency mapping - Employee Skill - Knowledge - Ability - Behavior.

I.INTRODUCTION

In today's competitive and dynamic business environment, organizations are increasingly recognizing the importance of aligning employee capabilities with strategic goals. Competency mapping has emerged as a crucial human resource management tool aimed at identifying key competencies required for specific roles and evaluating individual employee competencies against those standards. This process helps in pinpointing skill gaps, planning targeted training, improving performance, and fostering overall organizational effectiveness.

Competency mapping provides a structured approach to talent management by clearly defining the knowledge, skills, behaviors, and attitudes that employees need to perform effectively. By understanding and leveraging employee strengths, organizations can ensure better job-role alignment, enhanced productivity, and increased job satisfaction. Furthermore, competency mapping plays a pivotal role in recruitment, succession planning, performance appraisals, and career development.

This study seeks to explore the impact of competency mapping on employees, focusing on how it influences their performance, motivation, engagement, and career progression. The objective is to assess whether competency mapping is being effectively implemented and to what extent it contributes to individual and organizational growth.

STATEMENT OF THE PROBLEM:

• In today's highly competitive and dynamic business environment, organizations must continuously assess and enhance their workforce's competencies to maintain a competitive edge. However, many organizations struggle to systematically identify and evaluate the skills, knowledge, behaviours, and abilities of their employees. This gap can lead to suboptimal performance, inefficient use of resources, and missed opportunities for employee development and organizational growth.

• Without a structured approach to competency mapping, it becomes challenging to pinpoint areas where employees excel and where they need improvement. This gap can lead to suboptimal performance, as employees may not be fully utilizing their potential or might be lacking critical skills required for their roles.

• Additionally, inefficient use of resources occurs when training and development programs are not aligned with actual competency needs, leading to wasted efforts and investments. Furthermore, the absence of a clear understanding of employee capabilities can result in missed opportunities for targeted employee development and organizational growth, hindering the ability to innovate and stay ahead in the market.

OBJECTIVES:
• To assess skill gaps among the employees to prioritize training needs and enhance alignment with organizational goals.
• To evaluate organizational knowledge among employees to inform strategic decision making and knowledge management initiatives.
• To examine the alignment of employee behaviour with organizational values and culture to foster a positive work environment and enhance team dynamics.
• To Identify employees' inherent strengths and areas of improvement in terms of abilities to optimize task allocation and team dynamics for improved performance.

RESEARCH QUESTIONS:
1. I feel confident in my ability to use the core technical tools and software required for my job role?
2. I have clear understanding of the tasks and responsibilities associated with my job role?
3. I am able to make timely and well-informed decisions that positively impact my work and the organization?
4. I prioritize teamwork and collaboration over individual recognition or achievement?

SIGNIFICANCE OF THE STUDY
This study is significant as it explores the strategic importance of competency mapping in enhancing employee performance and organizational effectiveness. In the current competitive business environment, organizations must ensure that their workforce possesses the right skills and competencies aligned with their roles. Competency mapping serves as a critical tool in identifying skill gaps, guiding training initiatives, and facilitating informed HR decisions such as recruitment, promotions, and succession planning. By examining its impact, this study provides valuable insights for HR professionals and organizational leaders to understand how competency mapping can drive employee engagement, satisfaction, and career development. It also helps employees become more aware of their strengths and areas for improvement, encouraging personal and professional growth.

II. RESEARCH METHODOLOGY

The study adopts a descriptive research design to capture the current practices of competency mapping and their effects.

SAMPLING METHOD:
Convenience sampling is used to select participants based on their accessibility and willingness to participate.

SAMPLING SIZE:
The total sample size of the study is 116.
DATA COLLECTION METHOD:
Primary data was collected directly from employees using structured questionnaires for this study.
Data Analysis Tools:
ANOVA and Correlation analysis conducted using SPSS Software.
Variables:
• Independent Variable: Age.
• Dependent Variable: Skill, Knowledge, Ability, behaviour.

LIMITATIONS OF THE STUDY:
• The data collected through surveys and self-assessments may be influenced by employees' perceptions of their own competencies, leading to potential biases or inaccuracies.
• The study may not capture all aspects of employee competencies comprehensively, as certain skills, behaviours, or abilities may be difficult to assess through standardized methods.
• Conducting a thorough competency mapping study requires significant time and resources, which may be limited within the organization, leading to potential constraints on data collection and analysis.
• Employees may resist or be defensive in response to feedback provided through the study, particularly if it highlights areas for improvement or development.

III. RESULTS

• A major of the respondents are Male
• Most of the respondents are belongs to the 25-30 Age group.
• Majority of the respondents belongs to Post graduated in Educational Qualification.
• Most of the respondents are belongs to 5-10 years of work experience.

- The response of Confident in Ability to use the core technical tools the major respondents are Strongly Agree for the given option.
- The response of Comfortable presenting my ideas, feedback in team meetings & discussions the major respondents are Strongly Agree for the given option.
- The response of Regularly use Analytical Thinking to improve processes & outcomes in work the major respondents are Strongly Agree for the given option.
- The response of Able to understand and respond appropriately to the communication styles of different colleagues the major respondents are Strongly Agree for the given option.
- The response of Clear understanding of the tasks and responsibilities associated with job role the major respondents are Strongly Agree for the given option.
- The response of Aware of the key policies and procedures within the organization the major respondents are Strongly Agree for the given option.
- Stay informed about the latest trends and developments in the industry the major respondents the response of is Strongly Agree for the given option.
- The response of Familiar with our organization's mission, vision, and strategic goals the major respondents are Strongly Agree for the given option.
- The response of Able to make timely and well-informed decisions that positively impact my work and the organization the major respondents are Strongly Agree for the given option.
- The response of Comfortable making decisions in job role without needing excessive guidance the organization the major respondents are Strongly Agree for the given option.
- The response of Quick to learn new skills and adapt to changes in work environment the organization the major respondents are Strongly Agree for the given option.
- The response of Actively seek opportunities to improve knowledge and capabilities the major respondents are Strongly Agree for the given option.
- The response of Prioritize teamwork and collaboration over individual recognition or achievement the major respondents are Strongly Agree for the given option.
- The response of Demonstrate Integrity and Honesty in all aspects of work the major respondents are Strongly Agree for the given option.
- The response of Communicate effectively and respectfully with my colleagues, fostering a positive work environment the major respondents are Strongly Agree for the given option.
- The response Maintain a positive attitude and work ethic, even in challenging situations the major respondents are Strongly Agree for the given option.

ANOVA:

		Sum of Squares	def.	Mean Square	F	Sig.
SKILL	Between Groups	306.142	3	102.047	8.394	.000
	Within Groups	1361.608	112	12.157		
	Total	1667.750	115			
KNOWLEDGE	Between Groups	302.577	3	100.859	8.462	.000
	Within Groups	1334.975	112	11.919		
	Total	1637.552	115			
BEHAVIOUR	Between Groups	208.054	3	69.351	9.363	.000
	Within Groups	829.558	112	7.407		
	Total	1037.612	115			
ABILITY	Between Groups	27.591	3	9.197	1.224	.304
	Within Groups	841.650	112	7.515		
	Total	869.241	115			

As the P value of Skill, Knowledge and Behaviour is less than 0.05, H0 reject and H1accept so there is no significance difference between these factors of Competency mapping of employees on firm's performances of the organization and the p value of Ability is greater than 0.05 hence H0 accept and H1 reject so there is significance difference between ability and of Competency mapping of employees on firm's performances of the organization.

CORRELATION:

		SKILL	KNOWLEDGE	BEHAVIOUR	ABILITY
SKILL	Pearson Correlation	1	.734**	.794**	.565**
	Sig. (2-tailed)		.000	.000	.000
	N	116	116	116	116
KNOWLEDGE	Pearson Correlation	.734**	1	.858**	.562**
	Sig. (2-tailed)	.000		.000	.000
	N	116	116	116	116
BEHAVIOUR	Pearson Correlation	.794**	.858**	1	.678**
	Sig. (2-tailed)	.000	.000		.000
	N	116	116	116	116
ABILITY	Pearson Correlation	.565**	.562**	.678**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	116	116	116	116

The correlation matrix indicates strong, positive correlations among the variables SKILL, KNOWLEDGE, BEHAVIOUR, and ABILITY, all significant at the $p < .001$ level. Specifically, SKILL is highly correlated with KNOWLEDGE (r = .734) and BEHAVIOUR (r = .794), while KNOWLEDGE exhibits a strong correlation with BEHAVIOUR (r = .858). Additionally, ABILITY shows moderate correlations with SKILL (r = .565), KNOWLEDGE (r = .562), and BEHAVIOUR (r = .678). These findings suggest that as one competency increases, the others tend to increase as well, indicating a cohesive relationship among the skills, knowledge, behaviour, and abilities of the employees.

IV. DISCUSSIONS

• Enhance Competency Mapping: Continue and improve competency mapping programs to ensure they meet specific role requirements.
• Targeted Training: Implement specialized training for SKILL, KNOWLEDGE, and BEHAVIOUR, addressing gaps identified in the analysis.
• Standardize ABILITY Assessment: Review and align ABILITY evaluation methods to ensure consistency and relevance.
• Promote Learning: Encourage further education and professional development with support programs for employees.
• Leverage Experience: Utilize the experience of employees with 5-10 years of work tenure through mentoring programs.
• Demographic-Specific Initiatives: Develop initiatives tailored for the 25-30 age group and male employees to address their specific needs.
• Engage Feedback: Regularly gather feedback on competency mapping programs to make data-driven improvements.
• Evaluate Impact: Continuously monitor the impact of these programs on performance using key performance indicators (KPIs).
• Foster Agreement: Promote the benefits of competency mapping through success stories and outcomes to maintain high levels of agreement.
• Inclusion: Ensure programs are inclusive, catering to the diverse backgrounds of all employees.

V. CONCLUSION

This research study on the impact of competency mapping of employees highlights the significance of aligning competency mapping efforts with organizational goals and employee development needs. The study underscores the importance of involving employees in the mapping process, offering targeted training programs, and integrating competency mapping into performance management systems. Furthermore, the findings emphasize the need for continuous evaluation, feedback, and communication to ensure the effectiveness of competency mapping initiatives. Overall, the study suggests that competency mapping, when implemented thoughtfully and strategically, can contribute to a more skilled.

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