A STUDY ON COMPETENCY MAPPING AND EMPLOYEES PERFORMANCE WITH SPECIAL REFERENCE TO META SOFT TECH SOLUTIONS PVT LTD, TIRUCHIRAPPALLI

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ABSTRACT

In this modern scenario IT sector face the problem of competencies required for the employees to perform their job effectively. It plays a major role in the Organization's profit. In order to find out the solution towards the competencies required for employee. The researcher has conducted the study in Meta Soft Tech Solutions Pvt Ltd, Tiruchirappalli. Competency mapping is referred as a systematic method that is applied in service sector to determine the core actions and readiness of the employees to do their job. This descriptive study identifies the profile and competencies among employees required to perform their job includes: knowledge, communication and technical skills. The study also determines competency mapping and its impact on employees in IT Sector. This paper works to find out and analyzing the competence level among employee and the training need to attain their performance by mapping their skills along with job in the organization.

KEYWORDS: Competency Mapping, Core Competency, Individual Competence, Skill Development, Job Competency

INTRODUCTION

The term competence was first used in 1969 to describe the characters associated with job performance and motivation. Now-a-days it is used to find out the difference of these three basic terms: Individual competence, Competency Mapping, and core-competency. Individual Competence and Core competency- Competence was used for the first time in 1959 (White, 1959). It was used to describe personal characteristics associated with job performance and motivation. The Modern concept of competencies at work was formulated by the psychologist McClelland (1972). A competency is the use of Knowledge or a skill that is crucial for producing key outputs (Mclagan, 1997). Gliddon (2006) describes the competency model as a description of Knowledge, Skills, Capabilities, and Behaviors. A competency map is a list of individual's competencies that represent the factors most critical to succeed in the given jobs that are part of the individual's current career plan. Competency mapping is a process about an individual uses to identify and describe competencies that are most critical to success in a work situation or work role (Garrett, 2003). Skill Development means developing yourself and your skill sets to add value for the organization and for your own career development. Fostering an attitude of appreciation for lifelong learning is the key to workplace success. Continuously learning and developing one's skills requires identifying the skills needed for mobility and then successfully seeking trainings for developing those skills. Job Competency is skills, technical knowledge and personal attribute that enable successful people to perform well their job. Competency analysis gives you picture of the job, how it is done most effectively, and strategic picture of how is leveraged against the demands of the business.

REVIEW OF LITERATURE

Su Chin Hsieh, Jui -Shin Lin, Hung-Chun Lee (2012) proves that Current trends in human resource management emphasis on the development and application of competency, particularly the important role it plays in improving job performance which in turn achieves higher organizational competitiveness. Brozova. H, Subrt. T(2008) stated in his paper entitled Competency Mapping and Modeling in system Design for the selection of best person for the creation of best job competency profile by using the Reality description, Reality Modeling and Meta Modeling. R.Yuvaraj (2011) found that Skill development by Competency mapping is one of the most accurate means in identifying the job and behavioral competencies of an individual in an organization. A Competency is something that describes how a job might be done excellently.

ORGANIZATIONAL PROFILE

Meta Soft Tech Solutions Pvt Ltd, a fastest growing software development company in India with expertise in solving complex business problems of hundreds of clients located all over globe across industries. It caters to Custom Software Development Services all across the world. They specialize in flexibility, cost effectiveness and on time delivery of an Offshore Software Development company and provide the assurance and reliability, they also focus on the other areas of business to grow. Skills are based on ASP .Net, Visual Basic, C#, NET technologies on Microsoft platforms and java through j2ee technologies. As well as more services like: Website Design, Search Engine Marketing and Search Engine Optimization are undertaken.

METHODS AND METHODOLOGY

Statement of the Problem

It appears necessary to investigate the difference that exists in job competency expectations among service sector for their employees. The competencies categories included: knowledge, ability and attitude. The management was asked to list the required competency to perform a job and they were also asked to fix the required level of competencies in the specific competency certainly Research will indicates the closer of the employer job competency expectations.

NEED OF THE STUDY

There are some useful benefits of using competency mapping in IT Sector in order to trace the competences required to perform their job and improve their performances. It supports the organizations objectives, strategy, vision and culture, to increase the effectiveness, training and professional development programs comes on the way. Importance on the competency mapping has been realized through out the entire system of the employee and it develops their individual competencies for better understanding of their roles and responsibilities.

Objectives of the Study

- To find out the competency mapping and job performance of the employees in Meta Soft Tech Solutions Pvt Ltd, Tiruchirappalli.

- To learn the impact of competency mapping on employees.

- To find out the competencies required to perform their Job.

- To study the relationship between the demographic variables and job performance.

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- To find out influencing factor which determine the competency mapping in the job performance.

Hypothesis of the Study

- There is a significant difference between gender of the respondents and their job performance

- There is a significant association between learning new skills and significant risk taken by the respondents.

- There is a significant difference between skills developing through training and development and talent management strategy.

Research Design

The researcher had applied descriptive research design as it includes surveying the whole process. The population of the study consists of 50 employees of Meta Soft Tech Solutions Pvt Ltd, Tiruchirappalli, where Simple random sampling was adopted to select 30 sample respondents. Primary data was gathered through questionnaires and secondary data was collected through the Company profile and previous year records.

Data Analysis and Interpretation

Table 1: Classification of Respondents on Basis of Demographic Factors

S. No	Classification on Demographic Factor	Particulars	No. of Respondents (n=30)	Percentage (100%)
1	Gender	Male	23	76.7
		Female	7	23.3
2	Age	Less than 25 yrs	15	50.0
		25-35 yrs	14	46.7
		35-45 yrs	1	3.3
3	Educational Qualification	UG	10	33.3
		PG	20	66.7
4	Experience	0-1yrs	6	20.0
		1-2 yrs	14	46.7
		Above 2 yrs	10	33.3

From the above table it was found that majority 76.7 % of respondents were Male and remaining 23.3% of the respondents are female, 50% of the respondents belong to the age group of less than 25years of age and remaining 46.7% of the respondents are from the age group of 25 to 35 years of age,3.3% of the respondents belong to the age group of 35 to 45 years of age and 66.7% of respondents are Post Graduate and remaining 33.3 % of the respondents are under graduates,46.7 %of them have 1-2 years of work experience and the remaining 33.3 % and 20.0 % have above 2 years and less than 1 year of work experience respectively. It is inferred that the majority 76.7% of respondents are Male because they will be able adapt to working situation. Similarly due to the economic factor they stick to their nature of job

Table 2: One-way ANOVA Difference between Gender of the Respondents and Their Job Performance

S. No	Job Performance	Mean	S.D	SS	DF	MS	Statistical Inference
1	Between Groups			1.196	1	1.196	F=1.477 .234>0.05 Not Significant
	Male(n=23)	2.0435	.92826				
	Female (n=7)	1.5714	.78680				
2	Within Groups			22.671	28	.810	

	Total			23.867	29		

H₁ There is a significant difference between the gender of the respondents and their job performance

H₀ There is no significant difference between the gender of the respondents and their job performance

Statistical Test- One way ANOVA 'f' test was used

Interpretation - There is no significance difference between the gender of the respondents and their job performance. Df value 28 where F value is 1.477 with p=.234 (Table value) at .005 significant level for the job performance. Mean & S.D of male respondents (M=2.0435, S.D=.92826) is greater than the female respondents (M=1.5714, S.D=.78680). It infers that the male employees are performing well than the female employees. So there is a significant relationship between gender of the respondents and their job performance. Hence the calculated value is greater than the table value (P>0.05).So the research hypothesis is rejected and the null hypothesis is accepted. (i.e) There is no significant difference between the gender of the respondents and their job performance

Table 3: Association between Learning New Skills and Significant Risk Taken by the Respondents

$X_{1(Variable)}$	$Y_{1(Variable)}$	Taking Significant Risk				Total	Statistical Inference
		Strongly Agree	Agree	Neutral	Disagree		Chi-Square P Value
Learning New Skills	Very Much	8	9	1	0	18	X_2=31.623 Df=9 .000<.0.05 Significant
	Much	1	6	1	0	8	
	Some what	0	0	2	1	3	
	Little	0	0	0	1	1	
Total		9	15	4	2	30	

H₂ There is a significant association between learning new skills and significant risk taken by the employees.

H₀ There is no significant association between learning new skills and significant risk taken by the employees.

Statistical Test- Chi square test was used

Interpretation- There is a significance association between learning new skills of the respondents and significant risk taken by the respondents. The result shows that Df= 9 where F value is .000 with p=31.623 (Table value) at .005 significant level for significant risk taken Hence the calculated value (.000) is lesser than the table value (P<0.05). So the research hypothesis is accepted and the null hypothesis is rejected (i.e) There is no significant association between learning new skills and significant risk taken by the employees.

Table 4: One-way ANOVA difference between Skill Developing through T&D and Talent Management Strategy

S. No	Skill Developing through Training and Development	Mean	S.D	SS	DF	MS	Statistical Inference
1	Between Groups			1.558	3	.519	F=1.309 .293>0.05 Not Significant
	Empowering (n=8)	1.6250	.51755				
	Training Program(n=13)	1.6154	.65044				
	Mentoring/Budding(n=7)	1.8571	.69007				
	Others(n=2)	2.5000	.70711				
2	Within groups			10.309	26	.397	
Total				11.867	29		

H₃ There is a significant difference between the skill developing through T&D and Talent management strategy

H_o There is no significant difference between the skill developing through T&D and Talent management strategy

Statistical Test- One way ANOVA 'f' test was used

Interpretation - The result shows Df value 3 where F value is 1.309 with p=.293 (Table value) at .005 significant level for the talent management strategy. There is no significant difference between the skill developing through T&D and their talent management strategy. Mean value M=2.5000 is greater and S.D=.51755 value of empowering is lesser in the talent management strategy. There is a significant difference between skills developing through T&D and talent management strategy. Since the calculated value(.293) is greater than the table value (P>0.05).So the research hypothesis is rejected and the null hypothesis is accepted.(i.e) There is no significant difference between the skill developing through T&D and Talent management strategy

SUMMARY OF FINDINGS AND SUGGESTIONS

76.7% of respondents are Male according to their nature of job (Table-1)**.** It infers that 50% and 46.7% of respondents are less than 25 years of age and between 25 to 35 years of age, who will be easily able to adapt in their working condition of organization. (Table-1)**.** It is found that the majority 66.7% of respondents are post graduate with IT knowledge which is mostly expected in the Organization (Table-1)**.** With regard to hypotheses testing; there is no significant difference between the gender of the respondents and their job performance (Table-2). There is no significant association between learning new skills and significant risk taken by the employees (Table-3). There is no significant difference between the skill developing through T&D and Talent management strategy (Table-4).

The Employee of the organization need to developing their skill always to achieve their performance. The employees of this organization have to be very much eager to take significant risk. Employees have a need to perform their job very well without close supervision. The employees should focus on the different strategy of talent management.

CONCLUSIONS

The study has dealt in detail about the competency mapping and the job performance of the employees. it was found that the employees posses five kind of competencies very well, such as Leadership competencies, Behavioral competencies, Intellectual competencies, job performance and talent management. The relationships between the employees and the top management have been maintained very well and there is good co-ordination within their colleagues to achieve the organization goals. The organization provides good opportunity to prove their talent among all employees and gives opportunity to develop their individual competencies. It is also observed from the study that good communication has been established in the organization and this provides better interrelationships between the employees. It would be better if the organization develops the talent management strategy to improve their competency skills of the employees.

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