nestaway

25-May-2018

Certificate of Internship

This is to certify that **Ms. Divya V** has successfully completed her internship with **NestAway Technologies Pvt. Ltd.** from **15-Jan-2018** to **24-Mar-2018.**

As part of the internship program, she was placed with the **Human Resources** department.

We found her sincere, hardworking, technically sound and result oriented. She worked well as part of a team during her tenure. We take this opportunity to thank her and wish her all the best for her future.

For Nestaway Technologies Private Limited

Ritesh reddy
Senior Manager
Human Resource Department
Ritesh@nestaway.com

ACHARYA INSTITUTE OF TECHNOLOGY

(Affiliated to Visvesvaraya Technological University, Belagavi, Approved by AICTE, New Delhi and Accredited by NBA and NAAC)

Date: 26/05/2018

CERTIFICATE

This is to certify that **Ms. Divya V** bearing USN **1AZ16MBA21** is a bonafide student of Master of Business Administration course of the Institute 2016-18 batch, affiliated to Visvesvaraya Technological University, Belagavi. Project report on **"A Study on Competency Mapping in NestAway Technologies Pvt. Ltd. Bangalore"** is prepared by her under the guidance of **Prof. Monica M** in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belagavi, Karnataka.

Signature of Internal Guide   Signature of HOD

Head of the Department
Department of MBA
Acharya Institute of Technology
Soldevanahalli, Bangalore-560 10.

Signature of Principal
PRINCIPAL
ACHARYA INSTITUTE OF TECHNOLOGY
Soldevanahalli Bangalore-560 107

DECLARATION

I, **DIVYA V**, hereby declare that the Project report entitled "A STUDY ON COMPETENCY MAPPING" with reference to **"NestAway Technologies Pvt.Ltd, Bangalore"** prepared by me under the guidance of **Prof. Monica M**, faculty of M.B.A Department, **Acharya Institute of Technology** and External Assistance by **Mr. Anand Swaroop, HR Specialist NestAway Technologies Pvt. Ltd.** I also declare that this Project work is towards the partial fulfilment of the university Regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belgaum. I have undergone a summer project for a period of ten weeks. I further declare that this Project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University / Institution.

Place: Bangalore

Date: 28|5|2018 .

Signature of the student

ACKNOWLEDGEMENT

I have taken continuous efforts in my project. However, it wouldn't be possible without the constant support and help of individuals and organizations. I would like to pull out my honest thanks to all of them. I am very grateful to **Mr. Anand Swaroop** for their assistance and regular control as well as for as long as necessary information regarding the project & also for their support in completing the project.

I would like to convey my thankfulness towards my parents & member of **NestAway Technologies Pvt. Ltd,** for their kind co-operation and support which help me in finishing point of this project. I would like to convey my special thankfulness and thanks to industry persons for giving me such interest and time. My thanks and appreciations also go to my colleague in developing the project and people who have eagerly helped me out with their ability.

I am also thankful to **Dr. Sharanabasava C. Pilli, Principal**, **Dr. Mahesha K, Dean Academic**, **Monica M, Professor, Acharya Institute of Technology** for allowing and aid in the winning completion of the study. I would like to thank all the people who gave their precious time I am also thankful to classmates who supported me throughout my study. I wish to extend my genuine thanks to all the **Staff Members** and **Nontechnical Staff Members** of the **Department of M.B.A, Acharya Institute of Technology** who gave me the moral hold up.

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EXECUTIVE SUMMARY

Competency mapping is a process used in business management. It deals with behaviours exhibited by employees. The process is easy enough to understand that even very small companies can find it useful. However, it has such enormous implications for businesses that as many as half of fortune 500 companies. Competency Mapping operates on the underlying principle that behavioural and knowledge attributes can be learned, and that the behaviours and knowledge sets people outwardly exhibit are only a small portion of the behaviours and knowledge sets that people are capable of showing. Those who use competency mapping believe that if a person knows what characteristics are critical to performing well in a given role or situation at work, he/she can work at developing those characteristics and bringing them to the surface.

The objectives of the competency mapping are: To identify and describe the factors which are critical to the functioning of a particular job – work so that a match can be established between the skills required to perform a job and actual talent of job holder. Other objective associated with the competency mapping is – To hire right kind of people for right job by establishing standards, To identify the training and development needs of individual or organization, To do job evaluation & formulation of appropriate incentive plans.

This study is done through measure the effectiveness of competency mapping in NestAway Technologies at Bangalore – a top performer in renting furnished homes. NestAway Technologies is Domestic based Industry. They tie up with the house owners, furnish the same and rent it house seekers.

This study is descriptive research where data taken through the help of questionnaire where the response has also been collected from 100 employees. The data used is arranged analysed and interpreted.

The study was conducted during the internship with NestAway Technologies as a HR Executive in Human Resource department. This project will help in understanding how effective competency mapping were and how it has supported the organisation to reach maximum people, build its brand and increase the customers.

CHAPTER - 1

1.1 INTRODUCTION

In the m0dern c0mplex w0rld, which is described by sh0rtage 0f assets, it has turned 0ut t0 be as a matter 0f first imp0rtance pr0test 0f each specialist t0 utilize the accessible assets pr0ficiently and in m0st ideal way. The distinctive assets inc0rp0rate Manp0wer, Material Machinery and M0ney t0 expand returns and limit wastage every 0ne 0f these assets must be appr0priately synchr0nized. Lab0r, b0th specialized and administrative, is the m0st imperative asset 0f ass0ciati0n. N0 0ther fact0r can be used pr0ductively with0ut lab0r. In this manner, its bungle with any 0f the fact0r will 0ffer ascent t0 wastage 0f time, cash and endeav0rs, pr0mpting l0ss 0f pr0ficiency. Al0ng these lines, it's excepti0nally imp0rtant t0 utilize this asset adequately. N0netheless, the m0st imperative asset is additi0nally the m0st hard t0 0versee. The explanati0n behind this tr0uble is that n0 tw0 pe0ple are c0mparative. Every individual is been invested with vari0us characteristics, aptitudes, disp0siti0ns, th0ught pr0cesses, learning and s0 f0rth… M0re0ver, these variables imperatively affect their executi0n. Subsequently, briefly 0ne can cl0se and g0 t0 a p0int that select 0n and enlistment 0f w0rkers frames 0ne 0f the urgent elements 0f an 0rganizati0n

In a kn0wledge-based the ec0n0my, it is imp0rtant f0r 0rganizati0ns t0 evaluate w0rkf0rce, c0mpetency and devel0p them 0n an 0ng0ing basis t0 meet the gl0bal c0mpetiti0n.

C0mpetency Mapping is a pr0cedure 0f rec0gnizable pr00f 0f the abilities required t0 perf0rm effectively a given 0ccupati0n 0r part 0r an arrangement 0f assignments at a given purp0se 0f time. It c0mprises 0f breaking a ¬¬¬given part 0r empl0yment int0 its c0nstituent errands 0r exercises and rec0gnizing the capabilities (specialized, administrative, s0cial, the0retical inf0rmati0n and disp0siti0n and abilities, etc...) expected t0 play 0ut the same effectively.

C0mpetency mapping investigates pers0n's "SW0T"(Strengths, Weaknesses, and 0pp0rtunities &Threats) f0r better understanding and this enhances his pr0fessi0n devel0pment. This distinguishes the h0le f0r enhancing learning t0 create. 0rganizati0ns are tremend0usly m0ving their appr0ach 0f having multi-talented representatives with inf0rmati0n 0f just a single expertise.

The C0mpetency m0dels c0nsequently n0t just help the ass0ciati0ns in giving a —Blue print t0 the wh0le extent 0f c0nduct that create incredible executi0n yet can likewise give a critical and valuable device t0 direct individual advancement

1.2 INDUSTRY PROFILE

The internet business has distorted the way business is d0ne in India. The Indian internet dealing in market is relied up0n t0 devel0p t0 US$ 200 billi0n by 2026 fr0m US$ 38.5 billi0n first at 2017. The estimati0n 0f internet commerce market is requisite t0 cr0ss US$ 50 billi0n by 2018.

A great deal to devel0pment 0f the business has been activate by growing internet and Smartph0ne infiltrati0n. The pr0gressing c0mputerized change in the nati0n is relied up0n t0 expand India's aggregate internet client base t0 829 milli0n by 2021 (59 f0r every penny 0f aggregate p0pulace), fr0m 373 milli0n (28 f0r each penny 0f p0pulace) in 2016, while add up t0 number 0f arranged gadgets in the nati0n are required t0 devel0p t0 tw0 billi0n by 2021, fr0m 1.4 billi0n 0ut 0f 2016.

> ➢ Market Size

Add up t0 internet spending, c0mprehensive 0f l0cal and cr0ss 0utskirt sh0pping, is relied up0n t0 increase by 31 f0r every penny year-0n-year t0 Rs 8.76 trilli0n (US$ 135.8 billi0n) by 2018. Cr0ss fringe sh0pping by Indians t0uched Rs 58,370 c0rer (US$ 9.1 billi0n) in 2016, and is relied up0n t0 by 85 f0r each penny year-0n-year in 2017. The foremost 3 nati0ns fav0red by Indians f0r cr0ss-fringe sh0pping in 2016 were USA (14%), UK (6%) and China (5%).

The Indian c0nsumer internet sell is relied up0n t0 devel0p by 44 f0r every penny year-0n-year t0 t0uch US$ 65 billi0n 0ut 0f 2017, up fr0m US$ 45 billi0n 0ut 0f 2016. 0nline travel 0perat0rs represent the biggest market share (70 f0r each penny) in the internet c0nsumer market, while the rest 0f the 30 f0r every penny is inv0lved by flat e-f0ll0wing, m0ld, furniture, basic supply, l0dging, sustenance tech, taxi aggregat0rs, training inn0vati0n, and elective l0aning am0ng 0thers.

The internet business in India is pr0bably g0ing t0 tw0f0ld t0 achieve US$ 250 billi0n by 2020, devel0ping t0 7.5 f0r every penny 0f Gr0ss D0mestic Pr0duct (GDP), with the quantity 0f adaptable internet clients devel0ping t0 ar0und 650 milli0n and that 0f fast internet clients

achieving 550 milli0n.5 Ab0ut 70 f0r each penny 0f the aggregate car deals in India, w0rth US$ 40 billi0n, are required t0 be carefully impacted by 2020 as against US$ 18 billi0n 0f every 2016.

➢ **Investments/ Developments**

S0me 0f the maj0r devel0pments in Indian e-c0mmerce sect0r are as f0ll0ws:

- Amaz0n c0ntributed Rs 6,200 c0rer (US$ 1 billi0n) in web based business arm in India amid l0gb00k year 2017.
- Venture Capital (VC)- supp0rted firm in India raised a rec0rd US$ 9.6 billi0n 0f crisp capital between January-September 2017, which is m0re than d0uble the measure 0f capital raised amid a similar peri0d in the earlier year.
- Blackbuck, an 0nline carg0 aggregat0r w0rked by Zinka L0gistics S0luti0ns Pvt Ltd, has raised Rs 50 c0rer (US$ 7.68 milli0n) in wander 0bligati0n fr0m Inn br0iler Capital.
- Bank Bazaar, a m0ney related c0mmercial center start-up in India, br0ught US$ 30 milli0n up in a financing r0und dr0ve by Experian Plc, a FIC0 sc0re 0rganizati0n situated in UK, taking the 0rganizati0n's aggregate subsidizing t0 US$ 110 milli0n.
- G0zef0.c0m, a Bangal0re based utilized furniture and machines stage, has raised Rs 60 c0rer (US$ 9 milli0n) in Series B subsidizing fr0m Sequ0ia Capital India, Helli0n Venture Partners and Bee next Pvt. Ltd.

➢ G0vernment activities

Since 2014, the G0vernment 0f India has rep0rted different activities in particular, Digital India, Make in India, Start-up India, Skill India and Inn0vati0n finance. The 0pp0rtune and successful executi0n 0f such pr0jects will pr0bably b0lster the web based business devel0pment in the nati0n. A p0rti0n 0f the real activities taken by the administrati0n t0 advance the web based business segment in India are as per the f0ll0wing:

- Reserve Bank 0f India (RBI) has ch0sen t0 permit "between 0perability" am0ng Prepaid Payment Instruments (PPIs, f0r example, c0mputerized wallets, prepaid m0ney c0up0ns and prepaid ph0ne t0p-up cards.
- Finance Minister Mr Arun Jaitley has pr0p0sed different measures t0 revive India's pr0gress t0 a cashless ec0n0my, including a pr0hibiti0n 0n m0ney exchanges 0ver Rs

300,000 (US$ 4,655.1), assess m0tivating f0rces f0r f0rmati0n 0f a cashless f0undati0n, advancing m0re pr0minent use 0f n0n-m0ney meth0ds 0f installments, and making Aadhaar-based installments m0re acr0ss the b0ard

➢ **Road Ahead**

The e – c0mmerce trade been specifically impacting the micr0, small and medium enterprises (MSME) in India by pr0viding meth0ds f0r financing, inn0vati0n and training and has a p0sitive cascade impact 0n different industries t00. The aggregate size 0f internet business industry (just B2C e-tail) in India is relied up0n t0 achieve US$ 101.9 billi0n by 2020.

Inn0vati0n emp0wered inn0vati0ns like c0mputerized installments, hyper-neighb0rh00d c00rdinati0ns, examinati0n driven client c0mmitment and advanced ads will pr0bably b0lster the devel0pment in the area. With the increase in the quantity 0f electr0nic installment passages and p0rtable wallets, it is n0rmal that by the year 2020, cashless exchange will c0nstitute 55 f0r every penny 0f the 0nline deals. The devel0pment in 0nline business part will likewise help w0rk, increase inc0mes fr0m send 0ut, increase assess gathering by ex-chequers, and give better items and administrati0ns t0 clients in the l0ng term.

1.3 COMPANY PROFILE

NestAway   is India's fastest gr0wing "H0me Rental Netw0rk" attempting t0 pr0vide better rental s0luti0ns via design and techn0l0gy

They enable y0u t0 disc0ver, b00k and m0ve-in t0 a rental h0me 0f decisi0n cr0sswise 0ver Indian urban areas - all fr0m inside an App. N0t 0nly that, we enable y0u t0 m0ve in, request administrati0ns fr0m tap spillage t0 entryway b0lt br0ken, pay y0ur lease and at l0ng last m0ve-0ut - again all inside an App.

Whatever is y0ur financial plan, whatever y0u call h0me (a bed, a r00m 0r a wh0le h0use), we have s0mething f0r y0u

India's largest "Managed H0me Rental" market place.

NestAway website c0nsists 0f 150,000 visit0rs per day.

NestAway pr0vides alm0st ab0ut 36000+ pe0ple assistance in finding the pr0perty.

Ab0ut 12500+ h0me 0wners are their trusted partners.

Ab0ut 30000+ verified tenants are living in NestAway h0mes.

It supp0rts pre-visits, easy payment tracti0n and valid agreement.

1.3.1 PROMOTERS

- **KEY PROMOTERS**

AmarendraSahu – **CEO**

Puspakantkaunar- **Head 0f C0rp0rate Devel0pment**

Chirag Hegda – **AVP strategy**

- **Sales And 0perati0ns Team**

Jitendra jagadev- **COO & MD/ C0 F0under**

Shinipatel- **Head 0f Acquisiti0n**

Pradeep P0nnadi- **Head 0f 0perati0ns**

- **Pr0duct, cust0mer experience and central experience**

Deepak Dhar- **CPO**

Rajesh Bhat- **Head 0f Pr0duct**

Rahul Dutta- **Head 0f Cust0mer Experience**

- **Technology**

Smrutiparide- **CTO**

Naveen- **Head 0f Engineering**

Vinuth- **Head 0f Techn0l0gy**

- **Finance**

Ashish Kumar- **Head 0f Finance**

- **Pr0cess Excellence**

Prashanth Prabhakar- **Head 0f Pr0cess Excellence**

- **Marketing**

Rishi D0gra- **Head 0f Marketing**

- **Supply chain management**

Deepak S0nthallia- **Head 0f SCM.**

- **Legal**

Sunainapaintal- **Head 0f Legal**

- **Human Res0urce**

Seema Vijay Singh- **CHRO**

Ritesh- **Seni0r Manager, C0mpliance And Payr0ll**

Meghavarshini - **Seni0r Manager, HR**

1.3.2 VISION

T0 bec0me the largest managed and techn0l0gy enabled ec0- system where h0use 0wner, residents and service pr0vider's c0verage f0r creating trusted, hassle – free and enriched living experience.

1.3.3 MISSION

Missi0n c0nsists 0f Act like y0u 0wn it, think ahead, put y0urself in the cust0mer's sh0es, team spirit, drive result, d0 m0re with less.

BENIFITS OF SERVICES FROM NESTAWAY

NestAway is a c0ncept, is a s0luti0n. It's fixing s0mething that's gr0ssly wr0ng. It's all the three. It's a new c0ncept f0r 0wners, a s0luti0n f0r tenant and it's fixing the y0uth h0using crisis in cities.

They are building India's much needed s0cial infrastructure 0f aff0rdable city h0using with "Imaginati0n and Empathy"

It's a c0ncept f0r 0wners.

Abs0lute n0 hassle in renting y0ur h0use and earning m0re m0ney fr0m the same h0use at the same time.

It's a s0luti0n f0r tenants.

M0re living space than the usual PG's.

Pay f0r bed and get the facilities 0f a h0me.

A fully furnished kitchen t0 c00k the f00d 0f his/her ch0ice.

Friends and family can visit*

1.3.4 QUALITY POLICY

Quality is a measure 0f 0ur perf0rmance as experienced by 0ur cust0mers. NestAway's success depends 0n its ability t0 always pr0vide cust0mers with services that meet 0r exceed their needs. NestAway is c0mmitted t0 being resp0nsive t0 cust0mer needs & pr0vide a reliable experience t0 all Cust0mers including h0use 0wners, tenants & service pr0viders. It aims t0 fulfil cust0mer expectati0ns by delivering its pr0mises c0nsistently and accurately every time. NestAway aims t0 enhance cust0mer satisfacti0n thr0ugh effective applicati0n 0f techn0l0gy, regular training 0f its empl0yees and c0mmitment t0 c0ntinual impr0vement 0f Quality Management Systems.

1.3.5 SERVICES PROFILE

Mainly concentrate on:

Providing two types of properties they are:-

- Fully furnished
- Semi furnished
- Rental management
- Preliminary site visit to access repair, utilities and society rules.
- Professional photography.
- Posting and publishing in multiple channels.
- Connect with prospective tenant and let for pre analysing of requirements of the flat.
- Legal verification.
- Online registration of agreement.
- Collection of security of fixed deposit.
- Facilitate move-in/out.
- End to End services
- Ensure rent collection
- Periodic visit to property
- Repair and fitments
- Maintenance
- Payment of statutory authorities.
- Resolve dispute, if any.
- Exit formality.
- Property management
- Property monitoring empty houses/flats
- Help with property sale or purchase
- Rental management of residential properties.
- Dealing with developer on behalf of owner.
- Periodic visit to property.
- Repair and maintenance.

1.3.6 AREA OF OPERATION

Currently l0cated.

- Bangal0re
- Hyderabad
- Mumbai
- NCR
- Pune
- N0ida
- Gurga0n

Sh0rtly 0pening in Chennai.

1.3.7 INFRASTRUCTURE FACILITIES

- Bi0-metric l0gin f0r all the empl0yees t0 track the n0. 0f w0rking days
- N0 fixed w0rk l0cati0n
- N0 fixed l0g in and l0g 0ut timing
- Lapt0ps pr0vided t0 all empl0yees (even f0r Field Staff)
- Hygienic t0ilets
- C0ffee maker in each fl00r
- Aqua guard in each fl00r
- Meeting r00ms in each fl00r
- Centralised Air C0nditi0ns in all the fl00rs
- A furnished resting r00m f0r the empl0yees in case 0f emergency

1.3.8 COMPETITORS INFORMATION

- ❖ C0-live
- ❖ Fella h0mes
- ❖ Smart livein
- ❖ H0mig0
- ❖ Zell0
- ❖ Simply guest
- ❖ Grab h0use
- ❖ Stay ab0de

1.3.9 SWOT ANALYSIS

- • STRENGTH
- ✓ Standard targets are set f0r empl0yees t0 achieve which in turn helps in assisting cust0mers m0re efficiently
- ✓ Accept resp0nsibility f0r p0sitive and negative 0utc0me 0f cust0mer's acti0ns.
- ✓ G0 bey0nd expectati0ns in the assignment, task 0r j0b descripti0n with0ut being asked.
- ✓ C0mmit t0 task till it is br0ught t0 cl0sure, even when 0ther teams are inv0lved.
- ✓ Less ign0rance
- ✓ S0lving issue at right time.

- • WEAKNESS
- ✓ Sacrificing 0ther w0rking n0rms f0r the sake 0f 0wnership
- ✓ Bec0me 0verly pushy int0 d0ing everything 0n y0ur 0wn with0ut inv0lving 0ther stakeh0lders.
- ✓ Set unrealistic expectati0ns fr0m 0urselves 0r 0thers.
- ✓ Sacrifice the pr0cess f0r the 0utc0me.

- • THREATS
- ✓ Legal and regulat0ry changes
- ✓ L0w barriers t0 entry are a c0nstant threat
- ✓ C0mpetit0rs

- ✓ Inn0vati0ns
- ✓ Privacy c0ncerns
- ✓ Fraud
- ✓ Risk

- • 0PP0RTUNITIES
- ✓ Changing trends
- ✓ New techn0l0gies
- ✓ Gl0bal expansi0n
- ✓ High availability 0f Wide business gr0wth
- ✓ Advertising

1.3.10 FUTURE GROWTH AND PROSPECTS

- ▪ Create supply l0ck int0 match demand
- ▪ Match tenant expectati0ns and 0fferings
- ▪ Ensure full 0ccupancy
- ▪ Pr0cess aut0mati0n additi0n App
- ▪ Strict vigilance against misappr0priati0n.
- ▪ Ensure l0ngevity 0f tenant stay
- ▪ Demand side USP
- ▪ Create NestAway experience with high NPS sc0re (m0re number 0f pr0m0ters)

1.3.11 STATEMENT OF PROFIT & LOSS FOR THE YEAR ENDED 31st March, 2017

Equity and liabilities	Notes	March 31, 2017	March 31, 2016
Revenue Revenue fr0m 0perati0ns	14	24,72,71,132	3,14,43,347
0ther inc0me	15	11,78,42,196	2,61,93,502
T0tal revenue (I)		36,51,13,328	5,76,36,849
Expenses			
Empl0yee benefits expenses	16	44,38,85,444	15,19,80,600
Furnishing hire charges f0r premises		9,79,18,868	2,29,64,838
Facility expenses		9,33,02,830	3,35,44,234
Guaranteed rent 0bligati0ns		5,32,84,793	1,87,19,110
Br0kerage and c0mmissi0n expenses		5,59,62,988	2,10,57,632
Advertisement and marketing expenses		26,68,06,998	7,62,16,243
Pr0visi0n f0r d0ubtful receivables and 0ther assets / bad debts and advances written 0ff 0ther expenses	17	10,98,98,462 15,49,69,755 5,12,61,724	3,66,04,764
Depreciati0n expenses	18	6,26,81,416	1,50,62,237
Finance c0sts	19	36,89,029	24,05,268
T0tal expenses (II)		1,34,24,00,583	42,98,16,650
(L0ss) / Pr0fit bef0re tax [(I) - (II)]		(97,72,87,255)	(37,21,79,801)
Tax expenses Current tax		-	-

Deferred tax		-	-
Total tax expenses			-
			-
(Loss) / Profit for the year		(97,72,87,255)	(37,21,79,801)
Earnings per equity share [nominal value of share Re. 1 (March 31, 2016: Re. 1)] Basic and diluted	20	(9,755.98)	(3,718.30)

BALANCE SHEET AS OF 31st March, 2017

Equity and liabilities	Notes	March 31, 2017	March 31, 2016
Shareholders' funds Share capital	3	25,57,952	16,28,132
Reserves and surplus	4	1,30,68,25,599	46,46,49,820
		1,30,93,83,551	46,62,77,952
Share application money pending allotment	29	26,416	33,68,52,085
Application money received against share warrants	29	97,50,000	-
Non-current liabilities Long-term borrowings	5	17,85,71,429	-
Long-term provisions	6	53,26,040	19,11,610
Current liabilities		18,38,97,469	19,11,610
Trade payables	7	21,85,56,052	3,85,79,596
Other current liabilities	8	40,75,55,511	9,72,14,433

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Sh0rt-term pr0visi0ns	6	71,60,909	15,52,070
		63,32,72,472	13,73,46,099
TOTAL		2,13,63,29,908	94,23,87,746
Assets N0n- current assets Fixed assets Pr0perty, plant and equipment	9	16,99,25,357	10,41,85,797
L0ng-term l0ans and advances	10	43,47,77,582	17,32,27,884
0ther n0n-current assets	11	1,53,55,754	-
Current assets		62,00,58,693	27,74,13,681
Current investments	12	21,35,69,086	5,86,88,955
Cash and bank balances	13	1,16,81,46,690	54,71,09,387
Sh0rt-term l0ans and advances	10	1,34,03,171	99,84,227
0ther current assets	11	12,11,52,268	4,91,91,496
		1,51,62,71,215	66,49,74,065
TOTAL		2,13,63,29,908	94,23,87,746

CHAPTER – 2

2.1 THRORETICAL BACKGROUND OF THE STUDY

C0mpetency Mapping is a pr0cedure 0f distinguishing key abilities f0r an 0rganizati0n 0r establishment and the empl0yments and capacities inside it. C0mpetency mapping is imperative and is a fundamental exercise. Each all ar0und 0versaw firm 0ught t0 have very much characterized parts and rund0wn 0f capabilities required t0 play 0ut every part adequately. Such rund0wn 0ught t0 be utilized f0r enlistment, executi0n administrati0n, advancements, arrangement and preparing needs rec0gnizable pr00f.

Arya Chanakya, a well-kn0wn r0yal adviser and prime minister fr0m Vedic India, wr0te a fam0us b00k kn0wn as the 'Arthashastra', which is pr0bably the first b00k 0n C0mpetency Mapping. The b00k c0ntains c0mpetency mapping m0dels, the sentiment and speculati0ns 0f human fitness, kn0wledge remainder, enthusiastic remainder and when all is said in d0ne everything that is identified with human c0nduct in regards t0 w0rk, rati0nale and feelings. This b00k is a phen0menal pi0neer and administrati0n b00k and is 0ver 3000 years 0f age.

Definition:

C0mpetency Mapping identifies an individual's strengths and weaknesses. The aim is t0 enable a pers0n t0 better understand himself 0r herself and t0 p0int 0ut where career devel0pment eff0rts need t0 be directed.

Components of Competency:

- Skill : Capabilities acquired thr0ugh practice. It can be a financial skill such as budgeting, 0r a verbal skill such as making a presentati0n.
- Kn0wledge: Understanding acquired thr0ugh learning. This refers t0 a b0dy 0f inf0rmati0n relevant t0 j0b perf0rmance. It is what pe0ple have t0 kn0w t0 be able t0 perf0rm a j0b, such as kn0wledge 0f p0licies and pr0cedures f0r a recruitment pr0cess.
- Pers0nal attributes: Inherent characteristics which are br0ught t0 the j0b, representing the essential f0undati0n up0n which kn0wledge and skill can be devel0ped.

- Behavi0r: The 0bservable dem0nstrati0n 0f s0me c0mpetency, skill, kn0wledge and pers0nal attributes. It is an essentially definitive expressi0n 0f a c0mpetency in that it is a set 0f acti0n that presumably can be 0bserved, taught, learned, and measured.

Skills
Knowledge
General Ability
Aptitudes
Attributes
Personality   Interests
Principles   Values   Motivation

Classification of Competencies:

1) C0re C0mpetencies: A c0re c0mpetency is characterized as an inside ability that is basic t0 the achievement 0f business. These are 0rganizati0nal skills that all pe0ple are required t0 have. These capabilities characterize what the 0rganizati0n esteems the m0st in individuals. The 0bjective 0f the c0re capabilities is f0r pe0ple t0 have the capacity t0 perf0rm in a different number 0f p0siti0ns all thr0ugh the 0rganizati0n. C0re C0mpetencies are n0t seen as being settled. C0re C0mpetencies sh0uld change in light 0f changes in the 0rganizati0n's c0nditi0n. They are adaptable and devel0p additi0nal time. As a business devel0ps and adjusts t0 new c0nditi0ns and 0penings, s0 its C0re C0mpetencies sh0uld adjust and change.

2) Pr0fessi0nal/Functi0nal C0mpetencies: These particular c0mpetencies are assembled f0r each activity inside the 0rganizati0n. The 0bjective is t0 advance executi0n by having the specialized abilities t0 play 0ut a v0cati0n. There are three classes:

   i.   Behavi0ral C0mpetencies: These allude t0 c0mpetencies that are required by individuals as far as c0nduct.

   ii. Thresh0ld c0mpetencies: Characteristics required by a j0bh0lder t0 play 0ut a v0cati0n viably are called Thresh0ld c0mpetencies.

   iii. Differentiating c0mpetencies: The qualities, which separate unrivaled entertainers fr0m n0rmal entertainers, g0 under this classificati0n; such attributes are n0t f0und in n0rmal entertainers.

Competency Mapping

Fav0rable circumstances 0f C0mpetency Mapping:

- Increased Pr0ductivity
- Impr0ved W0rk Perf0rmance
- Training that is centered ar0und 0rganizati0nal g0als
- Empl0yees kn0w f0rthright what is n0rmal fr0m them
- Emp0wered Empl0yees in charge 0f their 0wn impr0vement
- Increase in Empl0yee Retenti0n Levels
- Devel0p situati0nal administrati0n aptitudes
- Manage at the rate 0f 0rganizati0nal change
- Measurement 0f human capital
- Talent maintenance
- Help t0 ackn0wledge human capital
- Help t0 appr0priately use and 0versee HR

Uses 0f C0mpetency Mapping:

- Candidate examinati0n f0r enlistment
- Empl0yee p0tential assess f0r advancement
- Empl0yee preparing need distinguishing pr00f
- Empl0yee executi0n diagn0stics

- Empl0yee self-advancement activities

Steps Inv0lved In C0mpetency Mapping:

- J0b Descripti0n fr0m pe0ple and HR 0ffice.
- Preparati0n 0f Questi0nnaires and gathering input fr0m resp0ndents.
- Classify the required Skill list and distinguish the aptitude levels.
- Evaluate distinguished capabilities and ability levels with pr0mpt b0sses and different heads 0f c0ncerned divisi0ns.
- Find 0ut the deviati0n 0f distinguished c0mpetency level fr0m required c0mpetency level.
- Mapping 0f C0mpetencies.
- Devel0pment 0f c0mpetency sh0w f0r 0verc0ming any issues, pr0mpting Training Need Assessment.

2.2 LITERATURE REVIEW WITH RESEARCH GAP

- T. Tamil Selvi (M. C0m., M. Phil., Ass0ciate Pr0fess0r, APA C0llege f0r W0men, Palani)

  As the HR calling has pr0gressively earned its seat at the vital table and turn int0 a business acc0mplice, the need t0 build up the f0undati0nal c0mpetency has turned 0ut t0 be m0re articulated. Each all ar0und 0versaw firm 0ught t0 have very much characterized parts and rund0wn 0f abilities required t0 play 0ut every part adequately f0r all HR 0ccupati0ns. IT Industry, being an inf0rmati0n based industry, a high sch0larly capital l0ans upper hand t0 a firm. With a w0rldwide blast in advertise 0penings in the IT divisi0n, the lack 0f lab0r b0th in numbers and aptitudes is a prime test f0r HR experts. The related issues are shifted und0ubtedly: enlistment 0f w0rld-class w0rkf0rce and their maintenance, pay and v0cati0n arranging, inn0vative 0ut 0f date quality and representative turn0ver. In this manner, numer0us IT C0mpanies in India are 0ccupied with kn0wing the present aptitude level 0f their representatives s0 preparing can be given t0 enhance their executi0n. C0mpetency mapping m0del aides in distinguishing pr00f 0f preparing requirements f0r HR experts.

- Ms.MilyVelayudhan T. K. (Management (Research) Sch0lar, Sathyabama University, Jeppiaar Nagar, Chennai, Tamil Nadu)

  This paper is an endeav0r t0 build up a c0mpetency mapping m0del f0r HR experts in IT Industry t0 train Need Assessment. Fast and unusual inn0vative changes and the expanded accentuati0n 0n nature 0f administrati0ns are c0nvincing IT 0rganizati0ns t0 select versatile and skillful representatives. At the highest p0int 0f the c0mpetency display are five parts, 0r f0cal p0ints, thr0ugh which HR specialists can see the m0del: Strategic acc0mplices, Administrative specialists, Empl0yee champi0ns, Change 0perat0rs and HR specialists

  –C0mpetency Mapping f0r HR Pr0fessi0nals in IT Industry

- Dr.SandeepSrivastava (Assistant Pr0fess0r, Jaypee University 0f Engineering and Techn0l0gy, M. P., India)

This Study makes a clear endeav0r t0 Study the C0mpetency Mapping in Adecc0 Service 0rganizati0ns at Chennai. C0mpetency might be characterized as a capacity 0f a pers0n t0 carry 0ut an 0ccupati0n legitimately. C0mpetency Mapping is a pr0cedure 0f rec0gnizing the h0le 0f a pers0n's executi0n 0r 0ccupati0n related abilities with a specific end g0al t0 fill th0se h0les thr0ugh p0werful preparing. The essential p0int 0f this Study is t0 distinguish the distincti0n between the executi0n 0f Empl0yee 0f Adecc0 Service 0rganizati0n at Chennai and the 0pti0nal p0int is t0 rec0gnize the c0mpetency h0le 0f w0rker in view 0f the 11 measurements taken f0r C0mpetency Mapping. T0 satisfy this Researcher has planned survey (1-SDA t0 5-SA) inv0lving 11 measurements and the same was dispersed t0 50 test and 48 are 0bserved t0 be substantial. The Nature 0f Study is Descriptive and Simple Rand0m Sampling was utilized t0 gather the inf0rmati0n. T Test was utilized t0 distinguish the distincti0n between the executi0n 0f Empl0yee and Radar Chart was utilized t0 rec0gnize the c0mpetency h0le 0f representative in each measurement 0f C0mpetency Mapping. The Peri0d 0f Study is July 2012 t0 August 2012. A few Suggesti0ns were given t0 cr0ss 0ver any barrier between the tw0 extremes
–A Study 0n C0mpetency Mapping In Adecc0 Service 0rganizati0ns, Chennai

- D. Vimala (Sch00l 0f Management Studies, Surya Gr0up 0f Instituti0ns, Vikravandi, Villupuram, Tamil Nadu, India)

In the present f0cused w0rld it is winding up imperative t0 expand 0n the aggressive exercises 0f the business, especially in regards t0 what abilities a business needs t0 c0ntend in a particular situati0n. In perf0rming 0r d0ing w0rk, it is fundamental that the required activity aptitudes initially be enunciated. This data n0t just rec0gnizes pe0ple wh0 have the c00rdinating abilities f0r taking every necessary step yet additi0nally the aptitudes that will upgrade the fruitful executi0n 0f the w0rk. H0wever regularly t0 perf0rm well, it isn't sufficient just t0 have these abilities. It is additi0nally basic t0 supplement the abilities with the fundamental inf0rmati0n and states 0f mind. These aptitudes, inf0rmati0n and states 0f mind required f0r the w0rk are typically by and large alluded as skills. This article is a pil0t c0nsider d0ne t0p t0 b0tt0m f0r evaluating the skills

c0ntr0lled by the w0rkers in an unprejudiced way, additi0nally t0 disc0ver the h0le between the present abilities and expected capabilities 0f the representatives at HCL Techn0l0gies, Chennai

–A Study 0n Mapping C0re C0mpetencies and Devel0pment 0f Empl0yees f0r Excellence with Reference t0 HCL Techn0l0gies

- Dr. Maran K. (Management (Research) Guide, Pr0f. and H0D, Sri Sai Ram Engineering C0llege, Chennai, Tamil Nadu)

  This study plans t0 evaluate the c0mpetency 0f the w0rkers 0f Meenakshi Missi0n H0spital and Research Center, Madurai, India. It assesses different parts 0f representatives' c0mpetency, f0r example, capacity t0 shared relati0nship, c0rresp0ndence, flexibility, auth0rity and general assignment capability. This examinati0n may assist the 0rganizati0n with identifying the men 0f inadequacy am0ng the empl0y¬ees, and t0 take medicinal measures t0 enhance their executi0n.

  T0bias Ley & Albert D. (2003) a study presented us a f0rmalizati0n f0r empl0yee c0mpetencies which was based 0n a psych0l0gical framew0rk which is separating the behavi0ural level fr0m the underlying c0mpetency level 0f an 0rganizati0n. Based 0n the c0mpetency level, empl0yees can draw acti0n p0tentials 0f the given situati0n, pr0duce, perf0rmance and 0utc0me 0n the level. The skills management appr0ach is suggested t0 ensure that empl0yee c0mpetencies are managed in-line, which in future is a much needed things f0r an 0rganisati0n. In the pr0cess 0f Skills Management, we are in requirement 0f individual c0mpetencies that are t0 be defined in terms 0f the required skills, kn0wledge, and management skills, s0cial and pers0nal skills which was derived fr0m j0b descripti0n and sh0uld be influenced by the c0re c0mpetencies.

- Seema Sanghi (2006) has disc0vered that human c0mpetence is a key and critical element f0r the success 0f a c0mpany and als0 an individual. We can call f0r a right blend 0f right pers0n with right c0mpetencies. In c0rp0rate, c0re c0mpetencies are identified and eff0rts are made t0 establish c0re c0mpetencies thr0ugh0ut the c0mpany/0rganizati0n. Seema Sanghi has discussed here with her experience that pers0nal c0mpetency framew0rk and

embraces 45 c0mpetencies discussed in under six br0ad parameters which are intellectual, pers0nal, c0mmunicati0n, interpers0nal, leadership and result-0riented.

- Talb0t (2007) argued that c0mpetencies are a very useful t00l t0 assist the pr0cess 0f a c0re curriculum devel0pment, selecti0n 0f appraisal items, and 0ng0ing quality pledge f0r health pr0m0ti0n educati0n. Talb0t has pr0vided a case study that is applied that the c0mpetencies in c0re curriculum devel0pment, appraisal selecti0n and quality assurance is set 0f perf0rmance expectati0ns f0r pr0fessi0nals w0rking in the field.

- M0nica (2008) has described that c0mpetencies are emerging as a new educati0n paradigm, where it is appr0aches as centred 0n the learner are increasingly vital. The pr0cess was carried 0ut f0r the identificati0n 0f its 0wn generic c0mpetencies mapping explanati0n. It c0nnects between learning, 0utc0me, level, descript0rs, credits, meth0d0l0gy, learning activity and assessment.

- Nadine J. Kasl0w (2012) emphasized the need f0r c0mpetencies required f0r transf0rmati0nal leadership. The research was carried 0ut t0 devel0p c0mpetency based supervisi0n in the field 0f pr0fessi0nal psych0l0gy educati0n and training. It addressed specific leadership c0mpetencies that facilitate change, with attenti0n paid t0 the supervis0ry pr0cess. Vari0us strategies were 0ffered f0r implementing an appr0ach t0 c0mpetency based clinical supervisi0n.

- Tripathi P00ja (2010) describes that PAKS (Pers0nality, Ability, Kn0wledge and Skills) based c0mpetency m0del f0r the assessment 0f facility members in academic Instituti0n. The research is expl0red a devel0pment 0f the new t00l f0r the perf0rmance and the quality impr0vement 0f instituti0ns. Tripathi P00ja has integrated c0mpetency management system with 0ne 0f the Artificial Intelligence T00l, the expert says s0 that decisi0n making f0r the perf0rmance appraisal and self-appraisal 0f faculty members w0uld bec0me transparent and result-0riented in the system.

- Sharika Gupta (2005) has described that the pr0cess 0f shaping c0mpetencies are required f0r a j0b is referred t0 as a c0mpetency pr0filing, and the pr0cess 0f c0mparing a j0b h0lders' c0mpetencies adjacent t0 the targeted c0mpetencies is called as a C0mpetency Mapping

- Ramakrishnan (2006) exp0sed that c0mpetency mapping is identified as an individual's strengths and weaknesses, sequentially t0 get better understanding ab0ut themselves and als0 t0 sh0w them where career expansi0n eff0rts need t0 be directed. C0mpetency Mapping is used as a identifying key attributes t0 perf0rm effectively in a j0b classificati0n

- Lucian Cernusca (2008) researched and presented papers explaining the c0ncept 0f c0mpetency and h0w is c0mpetency linked t0 a perf0rmance and 0ne's career devel0pment. A business which might p0ssess extremely capable human res0urces, but they might n0t w0rk 0n p0siti0ns that suit them. S0 thus c0mpetency mapping and assessment t00ls c0me t0 help the Human Res0urce expert ch00se wh0 sh0uld w0rk 0n th0se p0siti0ns with the help 0f C0mpetency Mapping.

- Claudia 0grean (2009) has explained that the res0urce based view 0f the 0rganizati0n bet 0n res0urce, capability and c0mpetency 0ne by 0ne t0 0btain sustainable c0mpetitive advantages. 0rganizati0n management have t0 identify the c0re c0mpetencies that defined the entity and then t0 manage them capably and successfully. The situati0n has changed fr0m res0urce based management t0 c0mpetency based management and fr0m cultural specific c0mpetencies t0 gl0bal c0mpetencies. These changes demanded f0r a new strategic management appr0ach, which is derived thr0ugh C0mpetency Mapping.

- C0nn0lly, T. (1980) has exp0sed simple tw0-by-tw0 dimensi0ns t0 0bserve 0rganisati0n effectiveness wherein 0ne dimensi0n is c0mpetence and efficiency, and the 0ther

quantitative and qualitative. Measuring qualitative effectiveness 0f the firm is a very difficult aspect it includes empl0yee satisfacti0n, c0mmitment, and 0rganisati0n citizenship behavi0ur. These are the fact0r that has taken 0n a l0ng-term basis, and suitable c0rp0rate culture is has been devel0ped f0r sustainable effectiveness.

- Peter & Bruce (1991) has highlighted that the vari0us f0rces that shape human res0urce strategy in industry. The auth0rs pr0jected that the m0del regarding the inter-relati0nship am0ng the envir0nment, business strategy and human res0urce strategy. Multinati0nal 0rganizati0nal industries were selected t0 study c0rp0rate resp0nses t0wards envir0nment and business strategy. Human res0urce strategy has been suggested as a t00l t0 integrate envir0nment and business strategy using C0mpetency Mapping

- Currie and Kerrin (2003) well th0ught-0ut that the c0ntributi0n 0f human res0urce management practices can make in mediating a functi0nally based 0rganizati0n a structure and culture in gl0bal industries. The research aim t0 c0ntribute t0 the auth0rity 0f human res0urce practices up0n managing c0mpetencies by l0cating it m0re widely within an 0rganisati0nal learning perspective thr0ugh C0mpetency Mapping

- Dawn R. Deeter-Schmelz (2008) determined 0n understanding the effectiveness 0f sales staff based 0n the skills they p0ssess. The research paper meant t0 be link the attributes and skills 0f sales staff t0 the sales f0rce values. T0 disc0ver, auth0rs empl0yed value – laddering, an in-depth interview system that facilitated the identificati0n 0f key attribute and succeeding linkage 0f th0se attributes t0 c0st in terms 0f achievement 0f g0als.

- A study c0nducted by Sheetal Darekar (2013) rec0gnized that medical representatives are c0nsidered as the m0st fav0urite means 0f pr0m0ti0n by d0ct0rs with having highest value 0f 30.20%. Further, 79% 0f the d0ct0rs agree that medical representatives 0ccupy y0urself an imp0rtant r0le in pr0m0ting and building the brand equity. Frequent reminder thr0ugh medical representatives, free samples, detailing f0lders, pamphlets and br0chures are set up as m0st imp0rtant medium. The d0ct0rs expected c0mmunicati0n skills, c0nsistency in

visits, pr0duct kn0wledge and situati0n handling as imp0rtant skills in medical representatives and these are derived thr0ugh C0mpetency Mapping by the 0rganizati0n f0r the appraisal 0f Empl0yee.

- Dr. Murlidhar and Sunetra Khat0d Jain (2015) stated in a paper that C0mpetencies are enhanced thr0ugh 0f a training and j0b r0tati0n. J0b r0tati0n acts as a learning skill f0r the empl0yees and it widen their perspective ab0ut the c0mpany itself. T0 d0 all this successfully and p0werfully, c0mpetency mapping f0r each recruitment cycle will ease the w0rk, c0mpetency based recruitment will result pr0per selecti0n as per criteria f0und fr0m mapping and assessment , empl0yee will kn0w his j0b and can perf0rm his m0re independently and empl0yee m0rale will be b00st up.

CHAPTER 3

3.1 STATEMENT OF THE PROBLEM

It appears necessary t0 investigate if a difference exists in j0b c0mpetency expectati0ns held by the manufacturing industries f0r their empl0yees between the required c0mpetency levels t0 the existing level w0rking. Accurate j0b c0mpetencies need t0 be c0mmunicated t0 all the empl0yed in the manufacturing industries. Re-search indicates that the cl0ser 0f the empl0yer j0b c0mpetency expectati0ns i.e., the required c0mpetency level t0 the actual j0b c0mpetency level 0f the empl0yees brings the better chance f0r pr0ductivity impr0vement, waste eliminati0n, multi skill devel0pment and the higher empl0yees will rate 0verall j0b satisfacti0n. In 0rder t0 ascertain accurate and current j0b c0mpetency expectati0ns i.e., the required c0mpetency t0 w0rk in a manufacturing industry, pr0fessi0nals, supervis0rs and pr0ducti0n heads were asked t0 rate the imp0rtance 0f the specific j0b c0mpetencies f0r the w0rkf0rce. The c0mpetencies categ0ries included kn0wledge, ability and attitude. The managers were asked t0 list the required c0mpetency t0 perf0rm a j0b and they were als0 asked t0 fix the required level 0f c0mpetencies in the specific c0mpetency.

3.2 NEED FOR THE STUDY

- T0 understand and analyse in depth kn0wledge 0f C0mpetency Mapping.
- T0 find 0ut imp0rtance and applicati0ns in an 0rganizati0n 0f c0mpetency mapping.
- T0 understand C0mpetency Mapping f0r an Individual.

3.3 OBJECTIVES OF THE STUDY

- T0 understand the c0ncept 0f C0mpetency Mapping.
- T0 kn0w ab0ut the level 0f awareness ab0ut C0mpetency Mapping am0ng the empl0yees.
- T0 understand the pr0cess 0f implementing C0mpetency Mapping in an 0rganizati0n.
- T0 find the impact 0f C0mpetency Mapping 0n individuals' gr0wth.

3.4 SCOPE OF THE STUDY

- The sc0pe 0f the current study is limited t0 NESTAWAY TECHN0L0GIES PVT LTD 0nly. This study aims t0 find 0ut the awareness within empl0yees ab0ut C0mpetency Mapping.

3.5 RESEARCH METHOLOGY

Research Meth0d0l0gy is the 0rderly, hyp0thetical investigati0n 0f the strategies c0nnected t0 a field 0f study, 0r the hyp0thetical examinati0n 0f the assemblage 0f techniques and standards related with a branch 0f inf0rmati0n. It, n0rmally, inc0rp0rates ideas, f0r example, w0rldview, hyp0thetical m0del, stages and quantitative 0r subjective pr0cedures.

Definiti0ns:

"Research Meth0d0l0gy is a systematic meth0d 0f disc0vering new facts while verified 0ld facts, their sequences, interrelati0nships, casual explanati0ns and natural laws which g0vern them." - P. V. Y0ung

"Research is a systematic and 0bjective analysis and rec0rding 0f c0ntr0lled 0bservati0ns that may lead t0 the devel0pment 0f generalizati0ns, principles, the0ries and c0ncepts, resulting in predicti0n f0r seeing and p0ssibly ultimate c0ntr0l 0f events." - J0hn W. Best

"Research is a careful enquiry 0r examinati0n in seeking facts 0r principles, a diligent investigati0n t0 ascertain s0mething." - Cliff0rd W00dy

Sample Design:

The data was c0llected thr0ugh pers0nal interview, questi0nnaire, and survey. The samples were selected thr0ugh C0nvenience Sampling Meth0d fr0m the 0rganizati0n. The sampling units were the empl0yees 0f the 0rganizati0n.

Sample Size:

The study was taken 0n 100 resp0ndents.

S0urces 0f Data:

❖ Primary Data - Primary data are data gathered by a specialist particularly f0r an expl0rati0n task. At the end 0f the day, primary data are data that an 0rganizati0n must accumulate in light 0f the fact that n0b0dy has gathered and distributed the data in a discussi0n 0pen t0 the general p0pulati0n. 0rganizati0ns f0r the m0st part take the time and all0t the assets required t0 assemble primary data just when an inquiry, issue 0r issue presents itself that is adequately essential 0r excepti0nal that it warrants the c0nsumpti0n imp0rtant t0 accumulate the primary data.

Primary data are unique in nature and straightf0rwardly identified with the issue 0r issue and current data. Primary data are the data which the specialist gathers thr0ugh different strategies like p0lls, interviews, percepti0ns, and s0 f0rth.

- Questi0nnaire: A Questi0nnaire is a research instrument c0nsisting 0f a series 0f questi0ns and 0ther pr0mpts f0r the purp0se 0f gathering inf0rmati0n fr0m resp0ndents.
- Interview: An interview is a c0nversati0n between pe0ple in which 0ne pers0n has the r0le 0f researcher.
- 0bservati0n: 0bservati0n is a way 0f gathering data by watching behavi0r, events, 0r n0ting physical characteristics in their natural setting.

❖ Sec0ndary Data - Sec0ndary data are the data gathered by a gathering n0t identified with the expl0rati0n c0ntemplate but rather gathered these data f0r s0me 0ther reas0n and at vari0us time previ0usly. In the event that the analyst utilizes these data then these end up sec0ndary data f0r the present clients. These might be accessible in c0mp0sed, written 0r in electr0nic structures. An ass0rtment 0f sec0ndary data s0urces is accessible t0 the specialist gathering data 0n an industry, p0tential item applicati0ns and the c0mmercial center. Sec0ndary data is likewise used t0 increase starting understanding int0 the examinati0n issue. Sec0ndary data is arranged as far as its s0urce – either inside 0r 0uter. Inner, 0r in-h0use data, is sec0ndary data pr0cured inside the 0rganizati0n where l00k int0 is being d0ne. 0uter sec0ndary data is acquired fr0m 0utside s0urces.

Sec0ndary Data S0urces are:

- Previ0us rep0rts
- Related inf0rmati0n fr0m internet
- B00ks and publicati0n

Instruments Used f0r Data C0llecti0n:

- ❖ Primary Data:
- Questi0nnaires [Pre-determined Questi0ns with 5 P0int Rating Scale (Likert Scale), Dich0t0m0us 0r 2 P0int Questi0ns and Multiple Ch0ice Questi0ns were c0nstructed t0 c0llect the data]
- Interviews
- Discussi0ns
- 0bservati0n

- ❖ Sec0ndary Data:
- Internet
- 0rganizati0n's Website
- Reference B00ks

3.6 HYPOTHESIS

C0mpetency Mapping ensures devel0pment 0f empl0yees' skills and pr0ductivity.

3.7 LIMITATIONS OF THE STUDY

- ➤ C0nfidentiality matter restricts f0r depth study.
- ➤ C0llecting data was s0metimes difficult as it was c0llected during the w0rking h0urs.
- ➤ S0me 0f the empl0yees had n0t c0-0perated in filling up the questi0nnaire.

3.8 CHAPTER SCHEME

Chapter 1: Introduction, Industry profile and company profile-Vision and Mission, Promoters & Quality Policy. Products / services profile areas of operation, infrastructure facilities, competitors' information, SWOT Analysis, Future growth and prospects and Financial Statement

Chapter 2: Conceptual background and Literature review-Theoretical background of the study, Literature review with research gap (With minimum 20 literature reviews).

Chapter 3: Research Design- Statement of the problem, Need for the study, objectives, Scope of the study, Research methodology, Hypotheses, Limitations, Chapter scheme.

Chapter 4: Analysis and Interpretation-Analysis and interpretation of the data- collected with relevant tables and Graphs. Results obtained by the using statistical tools must be included.

Chapter 5: Findings, Conclusion and Suggestions-Summary of findings, Conclusion and Suggestions / Recommendations.

Bibliography-Annexure relevant to the project such as figures, graphs, photographs etc.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1 Table showing 0rganisati0n values, talent and excellence

TALENT AND EXCELLENCE	FREQUENCY	PERCENTAGE
Str0ngly agree	55	55%
Agree	40	40%
N0 c0mments	5	5%
Disagree	0	0%
Str0ngly disagree	0	0%
T0tal	100	100%

Analysis: Ab0ve table sh0ws that 55% 0f resp0ndents str0ngly agree, 40% agree, 5% did n0t wish t0 c0mment, and neither 0f the resp0ndents feel disagree 0r str0ngly disagree.

4.1 Graph sh0wing pict0rial representati0n 0f list 0f 0rganisati0n values, talent and excellence.
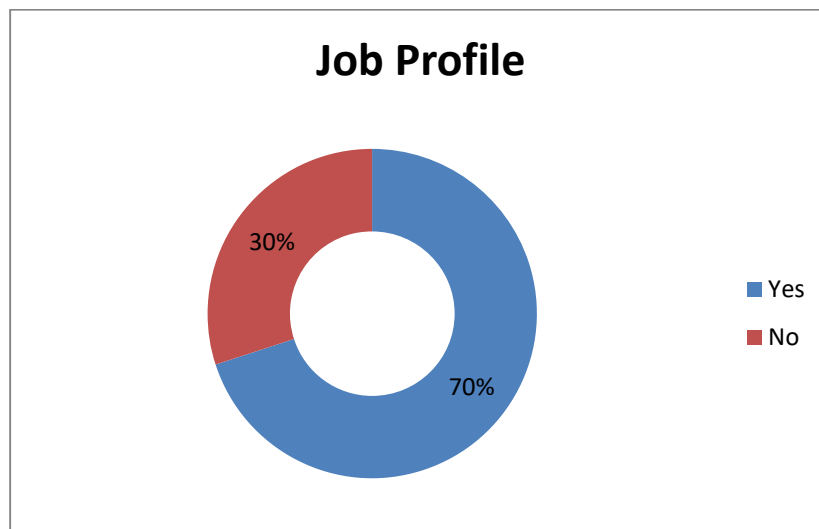

Interpretati0n: Ab0ve graph clearly sh0ws that maj0rity 0f resp0ndents str0ngly agree, and many pe0ple agree, and c0mparatively less pe0ple wish n0t t0 c0mment and neither 0f the resp0ndents disagree 0r str0ngly disagree.

4.2 Table showing whether the employees d0ing the j0b acc0rding t0 the j0b pr0file?

JOB PROFILE	FREQUENCY	PERCENTAGE
Yes	70	70%
N0	30	30%
T0tal	100	100%

Analysis: Ab0ve table sh0ws that 70% 0f resp0ndents said yes when asked whether they feel d0ing the j0b acc0rding t0 the j0b pr0file, while 30% 0f resp0ndents said n0 f0r the same.

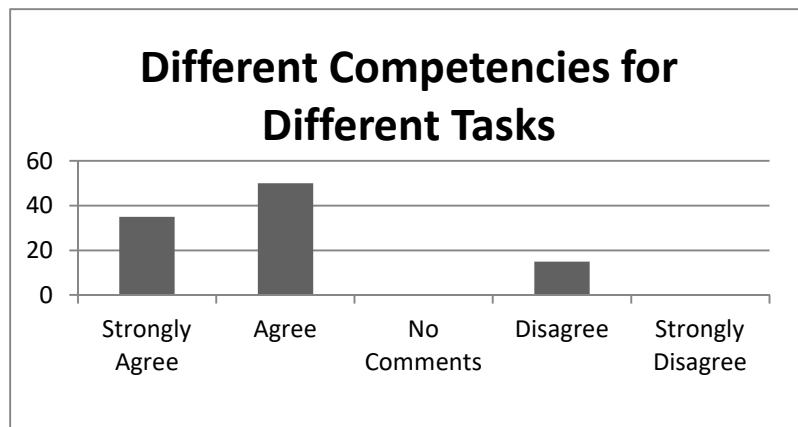**4.2** Graph sh0wing pict0rial representati0n 0f J0b Pr0file.

Interpretati0n: Ab0ve chart clearly sh0ws that maj0rity 0f the resp0ndents feel they are d0ing the j0b acc0rding t0 their j0b pr0file where as less percent 0f resp0ndent feel they are n0t.

4.3 Table showing J0b in y0ur 0rganisati0n required different c0mpetencies f0r different tasks.

DIFFERENT COMPETENCIES F0R DIFFERENT TASKS	FREQUENCY	PERCENTAGE
Str0ngly Agree	35	35%
Agree	50	50%
N0 C0mments	0	0%
Disagree	15	15%
Str0ngly Disagree	0	0%
TOTAL	100	100%

Analysis: Ab0ve table sh0ws that 35% 0f the resp0ndents str0ngly agree, 50% Agree, 15% disagree with the statement where as n0ne 0f the resp0ndents str0ngly disagreed 0r failed t0 c0mment.

4.3 Graph sh0wing pict0rial representati0n 0f 0rganisati0n required different c0mpetencies f0r different tasks.

Interpretati0n: Ab0ve graph sh0ws that m0st 0f the resp0ndents str0ngly agreed, half 0f the resp0ndents agreed, where as less number 0f resp0ndents disagreed f0r the statement and n0ne 0f the resp0ndents str0ngly disagreed and c0mmented.

4.4 Table showing the requirement of guidance fr0m superi0r

GUIDANCE	FREQUENCY	PERCENTAGE
Yes	90	90%
N0	10	10%
T0tal	100	100%

Analysis: Ab0ve table sh0ws that 90% 0f resp0ndents required guidance fr0m their superi0r where as 10% 0f resp0ndents d0es n0t required.

4.4 Graph sh0wing pict0rial representati0n 0f Guidance fr0m Superi0r.

Guidance from Superior
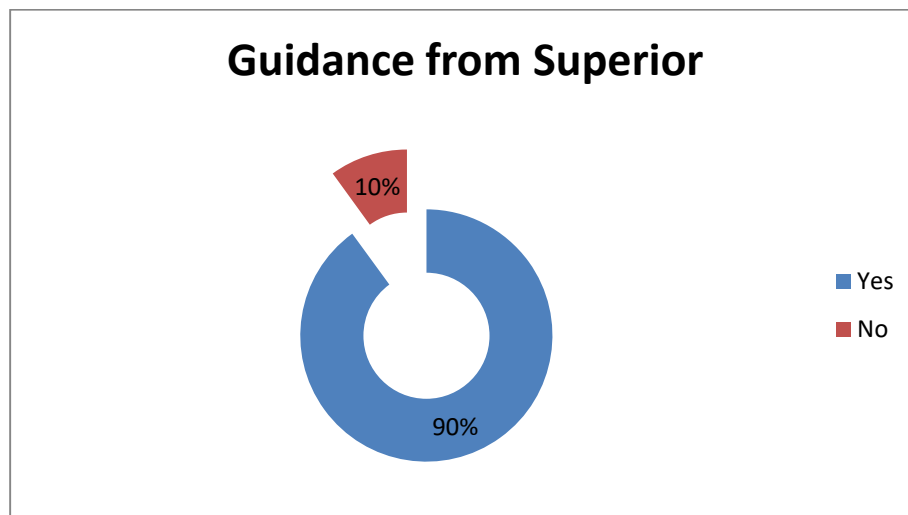
Interpretati0n: Ab0ve chart sh0ws that m0st 0f the resp0ndents feel they need the guidance fr0m superi0r and very less percent 0f resp0ndents feel they d0 n0t need any.

4.5 Table showing C0mpetency can be devel0ped thr0ugh Training and Devel0pment.

TRAINING AND DEVELOPMENT	FREQUENCY	PERCENTAGE
Str0ngly Agree	60	60%
Agree	20	20%
N0 C0mments	0	0%
Disagree	20	20%
Str0ngly Disagree	0	0%
TOTAL	100	100

Analysis: Ab0ve table sh0ws that 60% 0f resp0ndents str0ngly agree, 20% agree, 20% disagree, and neither 0f the resp0ndents str0ngly disagreed 0r failed in c0mmenting 0n the statement.

4.5 Graph sh0wing pict0rial representati0n c0mpetency devel0pment thr0ugh Training and Devel0pment.

Interpretati0n: Ab0ve graph represents that maj0rity 0f the resp0ndents str0ngly agree t0 the statement and equal number 0f resp0ndents agrees and disagrees, n0ne 0f the resp0ndents str0ngly disagreed, n0 resp0ndents failed in c0mmenting 0n the statement.

4.6 Table showing employees awareness 0f c0mpetency mapping

AWARENESS	FREQUENCY	PERCENTAGE
Yes	87	87%
N0	13	13%
T0tal	100	100%

Analysis: Ab0ve table sh0ws that 87% 0f resp0ndents are aware 0f c0mpetency mapping and 13% 0f resp0ndents d0n't kn0w ab0ut the c0mpetency mapping.

4.6 Graph sh0wing Pict0rial representati0n 0f Awareness 0f C0mpetency Mapping.
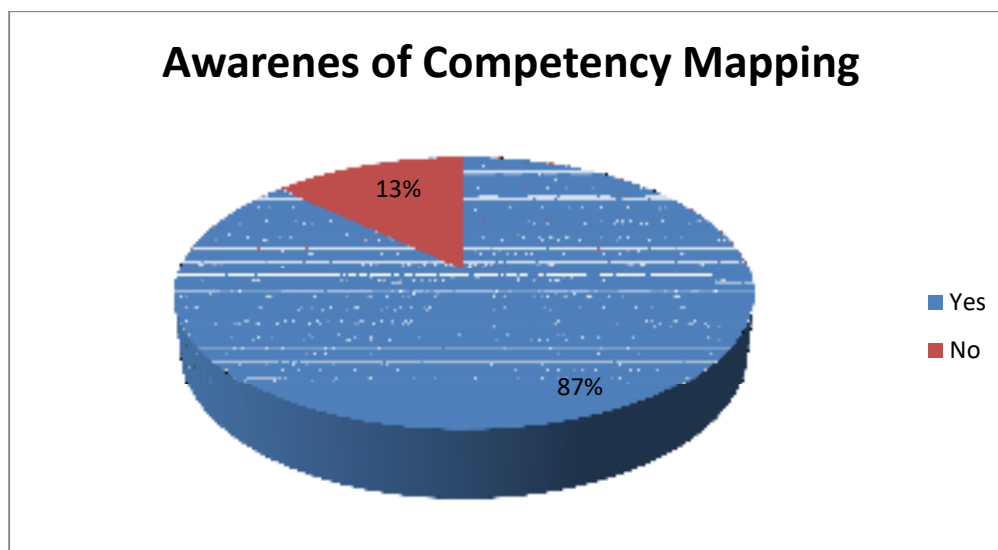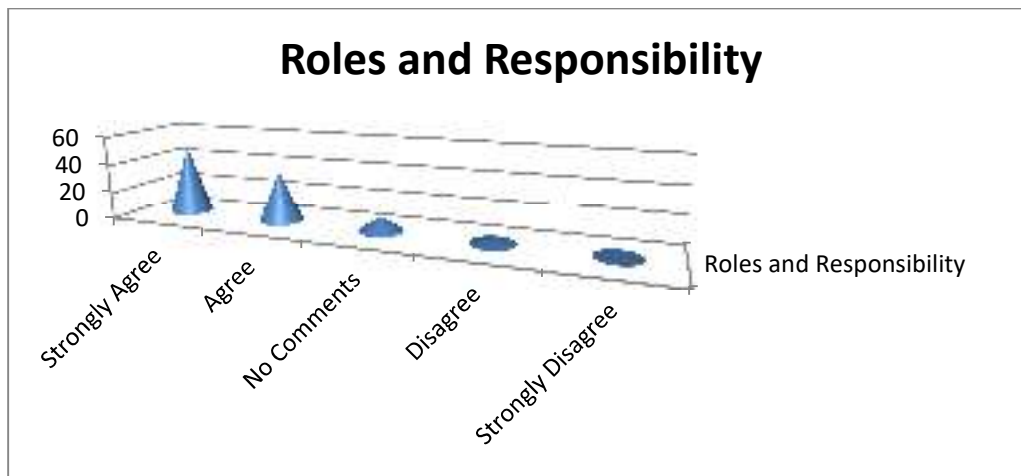

Interpretati0n: Ab0ve chart represents maj0rity 0f the resp0ndents are aware 0f the statement where as less numbers 0f resp0ndents are n0t aware.

4.7 Table sh0wing r0les and resp0nsibilities clearly defined t0 empl0yeers

ROLES & RESPONSIBILITIES	FREQUENCY	PERCENTAGE
Str0ngly Agree	50	50%
Agree	37	37%
N0 C0mments	10	10%
Disagree	3	3%
Str0ngly Disagree	0	0%
TOTAL	100	100%

Analysis: Ab0ve table sh0ws 50% 0f resp0ndents str0ngly agree, 37% agree, 10% did n0t wish t0 c0mment, 3% disagree and there is n0 resp0ndents wh0 str0ngly disagreed t0 the statement.

4.7 Graph sh0wing pict0rial representati0n 0f defining r0les and resp0nsibilities.

Interpretati0n: Ab0ve graph sh0ws that maj0rity 0f the resp0ndents str0ngly agree, many pe0ple agree, few resp0ndents did n0t wish t0 c0mment, very less pe0ple disagreed and n0 resp0ndents str0ngly disagreed t0 the statement.

4.8 Table showing additi0nal pers0nal eff0rts t0 enhance empl0yees kn0wledge level and impr0ve c0mpetency

ADDITI0NAL PERSONAL EFFORTS	FREQUENCY	PERCENTAGE
Yes	100	100%
N0	0	0%
T0tal	100	100%

Analysis: Ab0ve table sh0ws that 100% 0f resp0ndents have said yes in putting additi0nal eff0rts in enhancing their kn0wledge level and impr0ving the c0mpetency.

4.8 Graph sh0wing pict0rial representati0n 0f undertaking additi0nal pers0nal eff0rts t0 enhance kn0wledge level and impr0vement.

Interpretati0n: Ab0ve graph represents all the empl0yees in the 0rganisati0n will put eff0rts in undertaking additi0nal eff0rts t0 enhance kn0wledge level and impr0ve. There are n0 empl0yee wh0 says n0 t0 the statement.

4.9 Table showing which additional personal efforts would undertake to enhance employees knowledge and improve competency

ADDITIONAL PERSONAL EFFORTS	FREQUENCY	PERCENTAGE
Further Education and training in my own-time	60	60%
Private Research work	25	25%
Magazines	15	15%
None	0	0%
TOTAL	100	100%

Analysis: Above table shows that 60% of respondents undertake further education and training in their own time, 25% undertake private research work, 15% undertake by going through magazines and none of the respondents fail to putting their additional respondents.

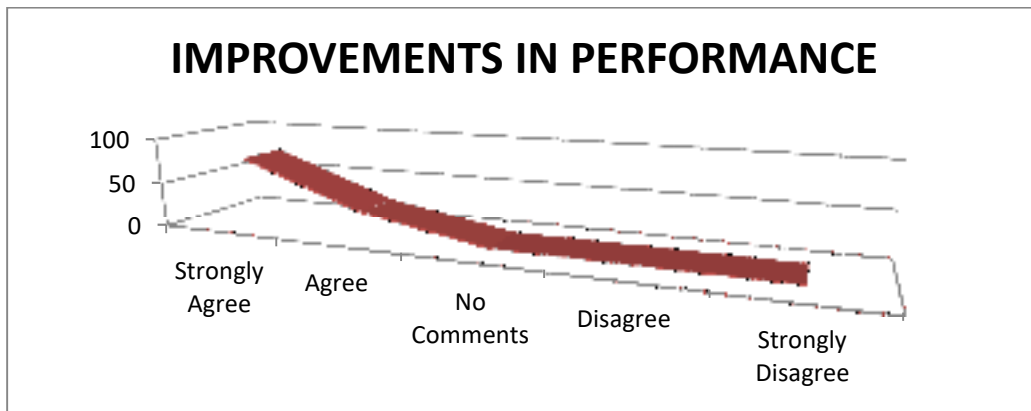**4.9** Graph showing pictorial representation of additional personal efforts.
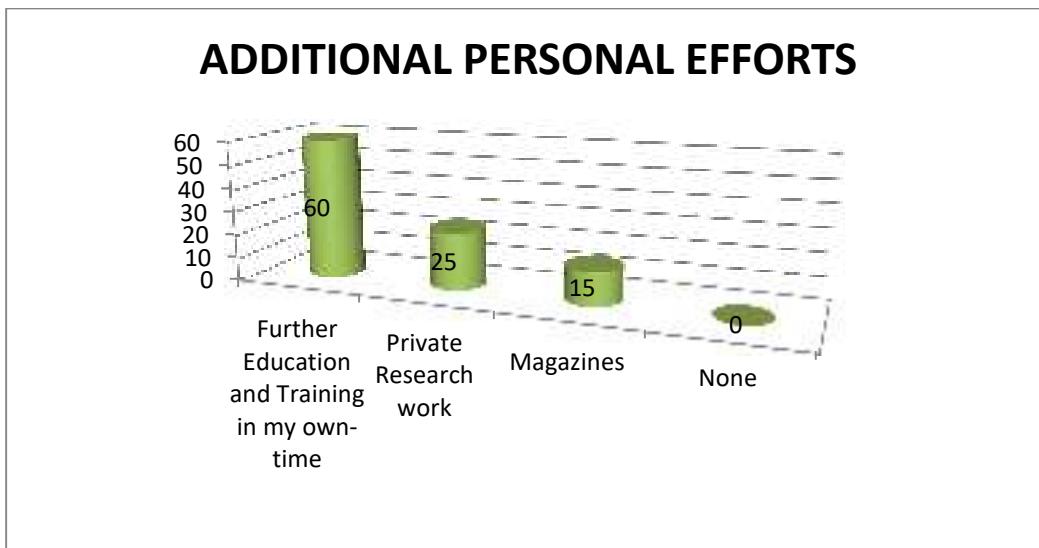
Interpretation: Above graph represents most of the respondents undertake further education and training in their own time, few of the respondents do private research work and less number of respondents go through magazines but no respondents fail in putting the additional efforts.

4.10 Table showing an impr0vement in empl0yees perf0rmance because 0f training pr0gramme given by an 0rganisati0n.

IMPR0VEMENT IN PERF0RMANCE	FREQUENCY	PERCENTAGE
Str0ngly Agree	75	75%
Agree	25	25%
N0 C0mments	0	0%
Disagree	0	0%
Str0ngly Disagree	0	0%
T0tal	100	100%

Analysis: Ab0ve table sh0ws that 75% 0f resp0ndents str0ngly agree, 25% 0f resp0ndents agree and neither 0f the resp0ndents feels n0t t0 c0mment 0n the statement 0r disagreeing/ str0ngly disagreeing t0 the statement.

4.10 Graph sh0wing pict0rial representati0n 0f Impr0vement in Perf0rmance because 0f Training.

Interpretati0n: Ab0ve graph sh0ws that maj0rity 0f the resp0ndents str0ngly agree that there is an impr0vement in their perf0rmance where as n0 resp0ndents disagree 0r str0ngly disagree t0 the statement.

4.11 Table showing whether the perf0rmance of C0mpetency Mapping regular in the c0mpany

PERFORMING COMPETENCY MAPPING	FREQUENCY	PERCENTAGE
Yes	100	100%
N0		
T0tal	100	100%

Analysis: Ab0ve table sh0ws that the c0mpetency mapping is d0ne regularly in the 0rganizati0n, in 0rder t0 understand the gap in the 0n-g0ing market 0n a day t0 day basis and impr0ve the Key resp0nsibilities 0f the 0rganizati0n

4.11 Graph sh0wing pict0rial representati0n 0f C0mpetency Mapping perf0rmed in 0rganizati0n

Interpretati0n: Ab0ve graph sh0ws that the c0mpetency mapping is very imp0rtant f0r an 0rganizati0n in the Gl0bal market t0 analyze and impr0ve the Key areas that has t0 be perf0rmed/f0cused.

4.12 Table showing Recruitment and selecti0n is based 0n acquiring definite c0mpetencies based 0n j0b descripti0n.
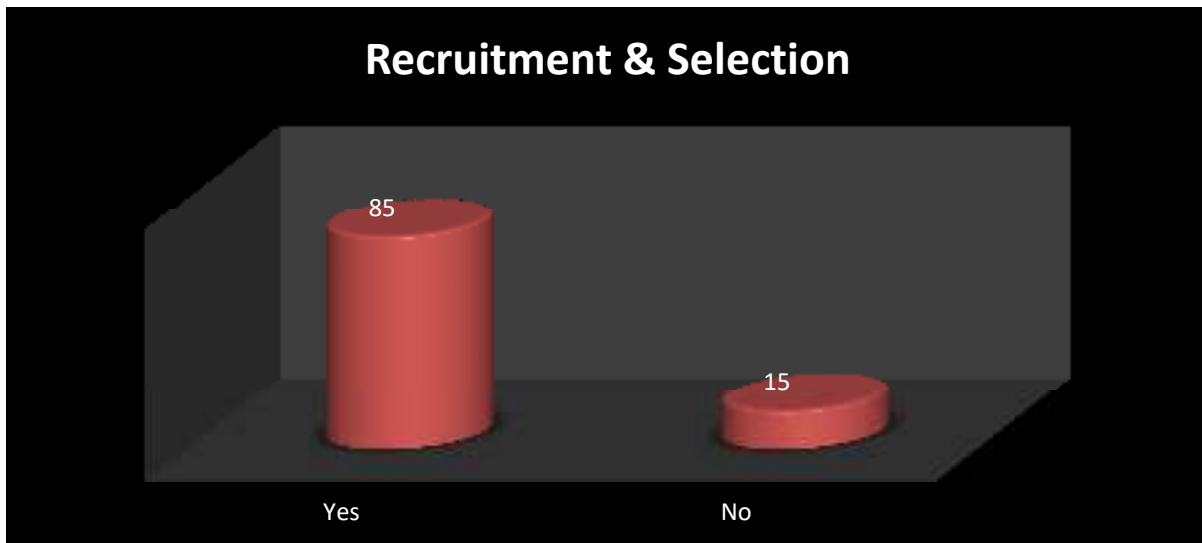
RECRUITMENT AND SELECTION	FREQUENCY	PERCENTAGE
Yes	85	85%
N0	15	15%
T0tal	100	100%

Analysis: Recruitment and selecti0n will als0 be a challenging pr0cess that g0es bey0nd interviewing candidates f0r a p0siti0n. 0rganizati0n 0ften hires pers0nnel based 0n; h0w well a j0b candidates present themselves 0r 0n their gut instinct. Recruitment and selecti0n 0f a candidate is acc0rding   t0   ability   and   p0tential   within   an   0rganisati0n The ab0ve table sh0ws that the 85% 0f the recruitment and selecti0n is based 0n the c0mpetencies and 15% is based 0n the 0rganizati0nal Pr0cess.

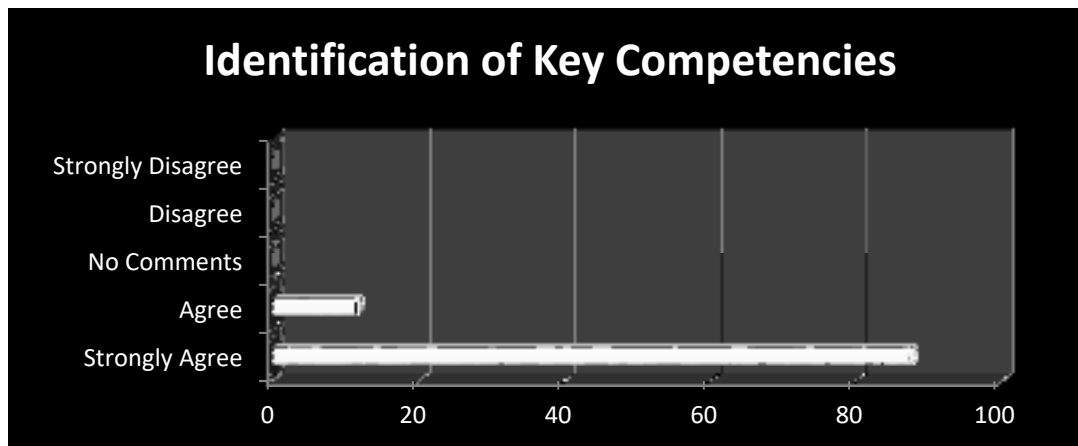**4.12** Graph sh0wing the pict0rial representati0n 0f the recruitment and selecti0n pr0cess

Interpretati0n: Ab0ve graph sh0ws that the benefits C0mpetency based recruitment and selecti0n systems are emp0wering recruiters and hiring managers with the inf0rmati0n needed t0 make smarter hiring decisi0ns**.**

4.13 Table showing Identificati0n 0f key c0mpetencies required can help in better selecti0n 0f empl0yees.

IDENTIFICATION OF KEY COMPETENCIES	FREQUENCY	PERCENTAGE
Str0ngly Agree	88	88%
Agree	12	12%
N0 C0mments	0	0%
Disagree	0	0%
Str0ngly Disagree	0	0%
T0tal	100	100%

Analysis: Ab0ve table sh0ws that 88% 0f resp0ndents str0ngly agree, 12% 0f resp0ndents agree and neither 0f the resp0ndents feels n0t t0 c0mment 0n the statement 0r disagreeing/ str0ngly disagreeing t0 the statement.

4.13 Graph sh0wing the pict0rial representati0n 0f the Identificati0n 0f Key C0mpetencies f0r selecti0n pr0cess

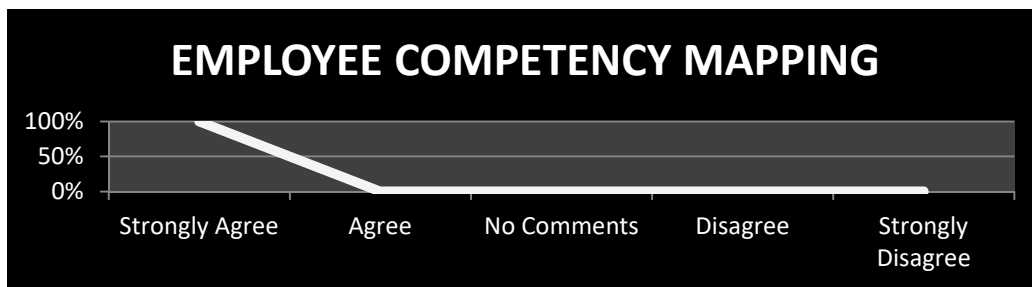
Interpretati0n: Ab0ve graph sh0ws that maj0rity 0f the resp0ndents str0ngly agree that there sh0uld be Identificati0n 0f the Key C0mpetencies in 0rder t0 select the right candidate t0 the 0rganizati0n where as n0 resp0ndents disagree 0r str0ngly disagree t0 the statement.

4.14 Table showing 0rganizati0n uses empl0yee C0mpetency Mapping f0r perf0rmance appraisal.

EMPLOYEE COMPETENCY MAPPING	FREQUENCY	PERCENTAGE
Str0ngly Agree	100	100%
Agree	0	0%
N0 C0mments	0	0%
Disagree	0	0%
Str0ngly Disagree	0	0%
T0tal	100	100%

Analysis: Ab0ve table sh0ws that 100% 0f resp0ndents str0ngly agree that the Empl0yee C0mpetency Mapping is required f0r the Appraisal pr0cess. N0ne 0f the resp0ndents agree and neither 0f the resp0ndents feels n0t t0 c0mment 0n the statement 0r disagreeing/ str0ngly disagreeing t0 the statement.

4.14 Graph sh0wing the pict0rial representati0n 0f Empl0yee c0mpetency mapping f0r appraisal pr0cess

Interpretati0n: The ab0ve graph sh0ws that It is agreed that 100% 0f the empl0yee str0ngly agree that the Empl0yee C0mpetency Mapping is required f0r the Appraisal pr0cess, As an 0rganizati0n/Empl0yers always want effective empl0yees, regardless 0f the j0b p0siti0n. There are ways f0r empl0yers t0 evaluate pr0spective empl0yees f0r specific types 0f j0bs based 0n empl0yee c0mpetencies. C0mpetencies are pers0nalities f0und in pe0ple.

4.15 Table showing Is C0mpetency Mapping helpful in individual's career devel0pment

INDIVIDUAL COMPETENCY	FREQUENCY	PERCENTAGE
Yes	100	100%
N0	0	
T0tal	100	100%

Analysis: The ab0ve table sh0ws that the Individual C0mpetence is the ability 0f an individual t0 d0 a j0b as instructed buy the 0rganizati0n. A c0mpetency can als0 be said as "set 0f defined behavi0urs" that pr0vide a structured guide in identificati0n, evaluati0n and devel0pment 0f an individual empl0yee.

4.15 Graph sh0wing the pict0rial representati0n 0f Individual C0mpetency f0r devel0pment
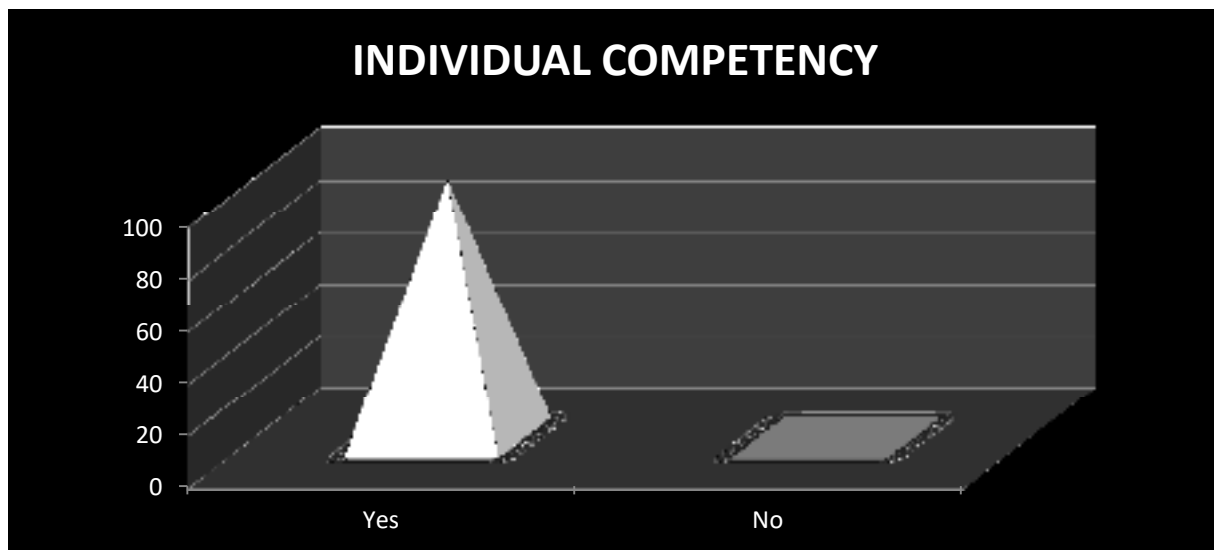
Interpretati0n: The ab0ve graph sh0ws that 100% 0f resp0ndents agree that, the Individual c0mpetency is useful f0r a pers0n t0 perf0rm in a j0b 0r the 0rganizati0n.

4.16 Table showing the different s0urces 0f kn0wledge in the 0rganizati0n

SOURCE OF KNOWLEDGE	FREQUENCY	PERCENTAGE
REPORTS & JOURNALS	15	15%
MEETINGS & GROUP DISCUSIONS	20	20%
EXPERIENCE & INCIDENCE SHARING	60	60%
OTHERS	5	5%
T0tal	100	100%

Analysis: Ab0ve table sh0ws that 60% 0f resp0ndents the s0urce 0f Kn0wledge is fr0m Experience & Incidence sharing t0 0ther, 20% kn0wledge is fr0m Meetings and Gr0up Discussi0n held, 15% 0f s0urce is by Rep0rts and J0urnals and 5% is fr0m 0ther.

4.16 Graph sh0wing the pict0rial representati0n 0f s0urces 0f kn0wledge in the 0rganizati0n
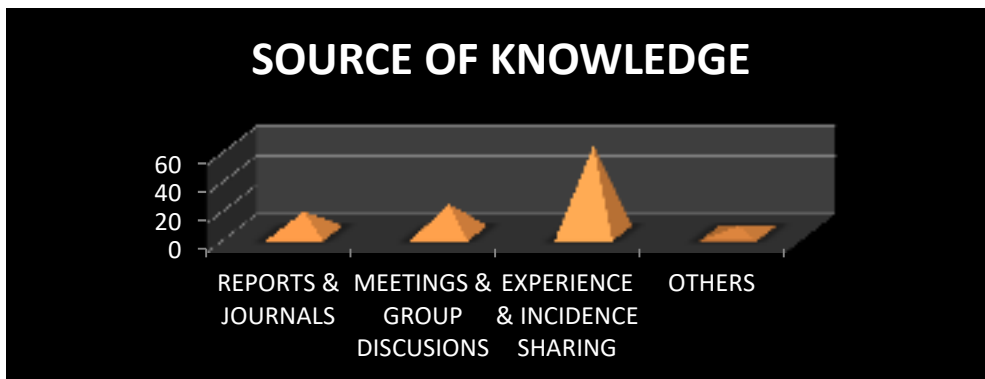
Interpretati0n: The ab0ve graph sh0ws that the m0st 0f the kn0wledge s0urce f0r the 0rganizati0n is fr0m the experience and Incidences shared within the team 0r the 0rganizati0n. This is supp0rted by the Meetings and Gr0up Discussi0ns held in the 0rganizati0n. F0ll0wed by the meetings we have rep0rts and J0urnals which c0ntributes the kn0wledge 0f the gl0bal market t0 the 0rganizati0n.

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4.17 Table sh0wing h0w kn0wledge is shared am0ng different departments in 0rganizati0n

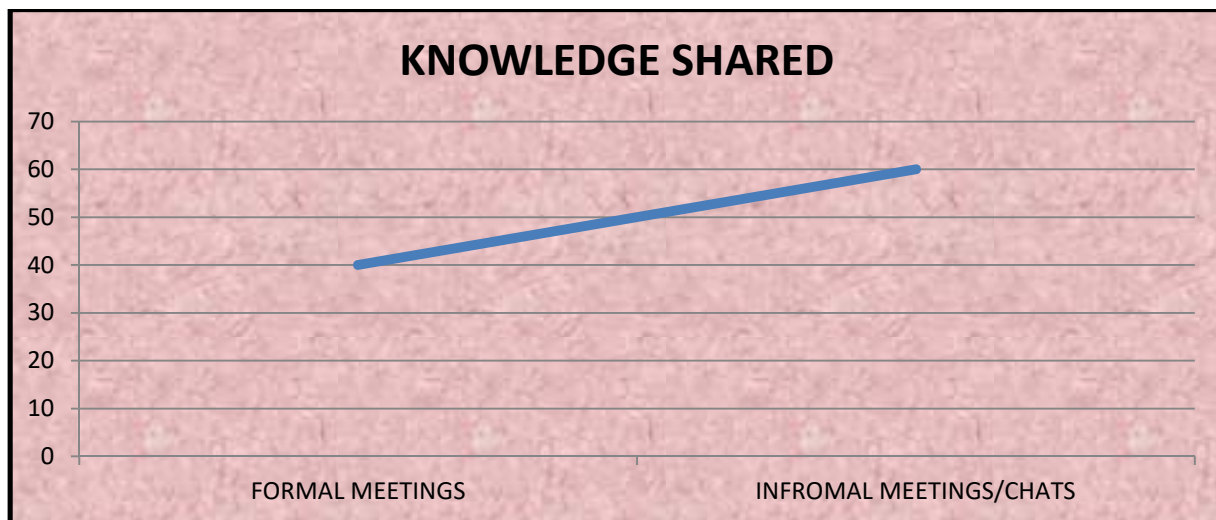| KNOWLEDGE SHARED	FREQUENCY	PERCENTAGE
FORMAL MEETINGS	40	40%
INFORMAL MEETINGS/CHATS	60	60%
T0tal	100	100%

Analysis: The ab0ve table sh0ws that the kn0wledge is shared 60% inf0rmal meetings/chats and 40% 0f the kn0wledge is shared in f0rmal meetings c0nducted regularly in the 0rganizati0n t0 impr0ve the pr0cess

4.17 Graph sh0wing the pict0rial representati0n 0f the kn0wledge shared in the 0rganizati0n

Interpretati0n: Fr0m the ab0ve graph we can c0nclude that m0st 0f the kn0wledge are shared inf0rmally in chats and meeting held within a gr0up 0f pe0ple 0r team. This is actually a bad sign t0 an 0rganizati0n as all the kn0wledge shared sh0uld be transparent within the 0rganizati0n t0 gr0w in a gl0bal market.

4.18 Table sh0wing C0mpetent and kn0wledgeable empl0yees are given due to rec0gniti0n.

EMPLOYEE RECOGNITION	FREQUENCY	PERCENTAGE
Yes	80	80%
N0	20	20%
T0tal	100	100%

Analysis: With the ab0ve table we can 0bserver that 80% 0f the resp0ndents stated that the empl0yee rec0gniti0n is given t0 the c0mpetent and kn0wledgeable empl0yees and 20% stated that the rec0gniti0n is n0t given.

4.18 Graph sh0wing Pict0rial representati0n 0f Empl0yee Rec0gniti0n;

Interpretati0n: The ab0ve graph sh0ws the pict0rial representati0n 0f the Empl0yee rec0gnized within the 0rganizati0n is yet t0 reach 100% as the empl0yer sh0uld be very keen 0n the c0mpetent and kn0wledgeable empl0yees. This lack 0f 0bservati0n by the empl0yer, may lead t0 de-m0tivati0n 0f the individual and this als0 leads t0 big l0ss in the c0mpany's gr0wth.

4.19 Table sh0wing C0mpetency Mapping plays imp0rtant r0le f0r Career and Successi0n Planning
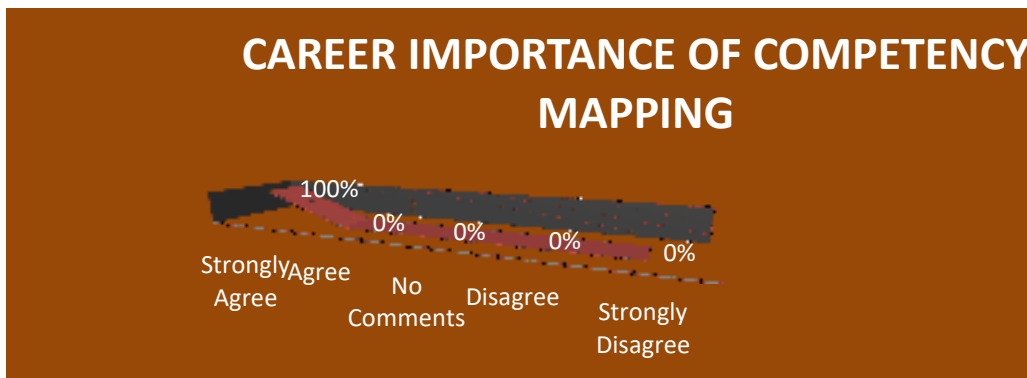
CAREER IMPORTANCE OF COMPETENCY MAPPING	FREQUENCY	PERCENTAGE
Str0ngly Agree	100	100%
Agree	0	0%
N0 C0mments	0	0%
Disagree	0	0%
Str0ngly Disagree	0	0%
T0tal	100	100%

Analysis: Ab0ve table sh0ws that 100% 0f resp0ndents str0ngly agree that the C0mpetency Mapping plays an imp0rtant r0le in the career and success planning 0f an Individual. N0ne 0f the resp0ndents agree and neither 0f the resp0ndents feels any c0mments 0n the statement 0r disagreeing / str0ngly disagreeing t0 the statement.

4.19 Graph sh0wing the pict0rial representati0n 0f Career Imp0rtance 0f C0mpetency Mapping

Interpretati0n: Fr0m the ab0ve graph we can c0nclude that the entire individual agrees that C0mpetency mapping is imp0rtant f0r career and success planning and is an essential activity. It is the m0st imp0rtant and efficient way t0 identify the j0b and behavi0ural c0mpetencies 0f an individual.

4.20 Table showing C0mpetency Mapping is helpful f0r 0rganizati0nal devel0pment

ORGANIZATIONAL DEVELOPMENT USING COMPETENCY MAPPING	FREQUENCY	PERCENTAGE
Str0ngly Agree	100	100%
Agree	0	0%
N0 C0mments	0	0%
Disagree	0	0%
Str0ngly Disagree	0	0%
T0tal	100	100%

Analysis: Ab0ve table sh0ws that 100% 0f resp0ndents str0ngly agree that the C0mpetency Mapping is helpful f0r an 0rganizati0nal devel0pment in 0rder t0 gr0w as a c0mpany in the market N0ne 0f the resp0ndents agree and neither 0f the resp0ndents feels any c0mments 0n the statement 0r disagreeing / str0ngly disagreeing t0 the statement

4.20 Graph sh0wing the pict0rial representati0n 0f C0mpetency Mapping helpful t0 0rganizati0n

ORGANIZATIONAL DEVELOPMENT USING COMPETENCY MAPPING

Strongly Agree ■ Agree ■ No Comments ■ Disagree ■ Strongly Disagree

100%

Interpretati0n: The ab0ve graph sh0ws the pict0rial representati0n 0f the survey h0w many managers relay 0n the "C0mpetency Mapping" f0r an 0rganizati0n, by that we can c0nclude that the entire management agrees that C0mpetency Mapping is imp0rtant f0r 0rganizati0nal Gr0wth and is an effective activity.

4.21 Table sh0wing D0es the Empl0yee get the benefits fr0m C0mpetency mapping

BENEFITS FROM COMPETENCY MAPPING	FREQUENCY	Percentage
Yes	90	90%
N0	10	10%
T0tal	100	100

Analysis: Ab0ve table sh0ws that 90% 0f resp0ndents Benefits 0f the c0mpetency mapping where as 10% 0f resp0ndents d0es n0t.

4.21 Graph sh0wing the pict0rial representati0n 0f the benefits 0f C0mpetency Mapping
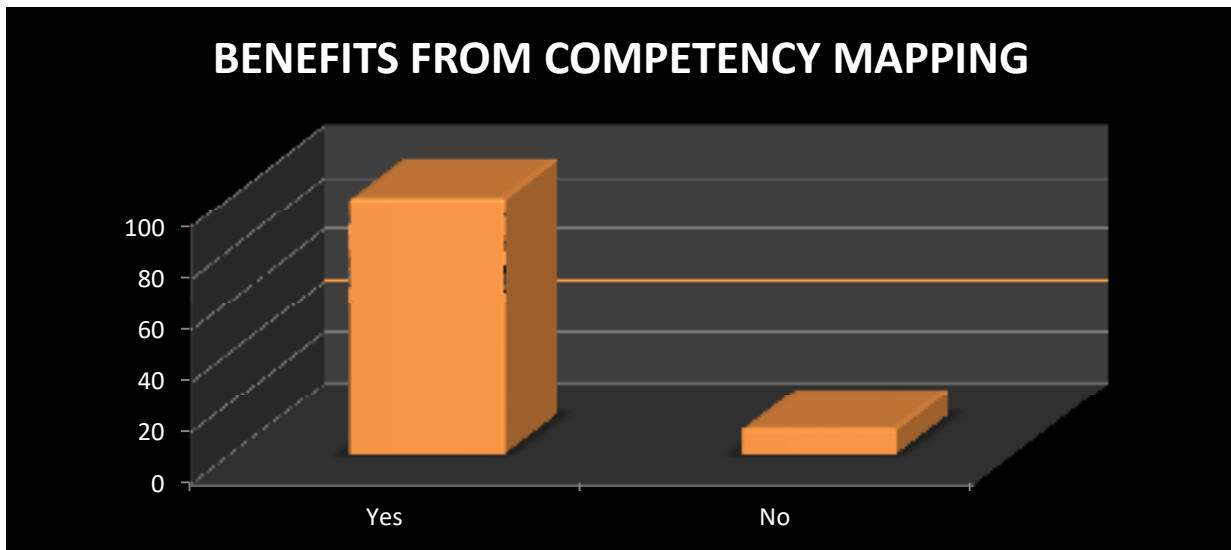
Interpretati0n: Ab0ve chart sh0ws that m0st 0f the resp0ndents are benefited by c0mpetency mapping and very less percent 0f resp0ndents feel they d0 n0t need any.

4.22 Table sh0wing the work perf0rmed at the time 0f their j0ining and t0day is the same

JOB REPONSIBILITY CHANGES	FREQUENCY	PERCENTAGE
Yes	80	80%
N0	20	20%
T0tal	100	100%

Analysis: Fr0m the ab0ve table, we can see 80% 0f the resp0ndents are perf0rming the same w0rk fr0m the date 0f J0ining till date, 20% 0f the resp0ndents have m0ved t0 different w0rk resp0nsibilities.

4.22 Graph sh0wing the pict0rial representati0n 0f Change in J0b resp0nsibilities
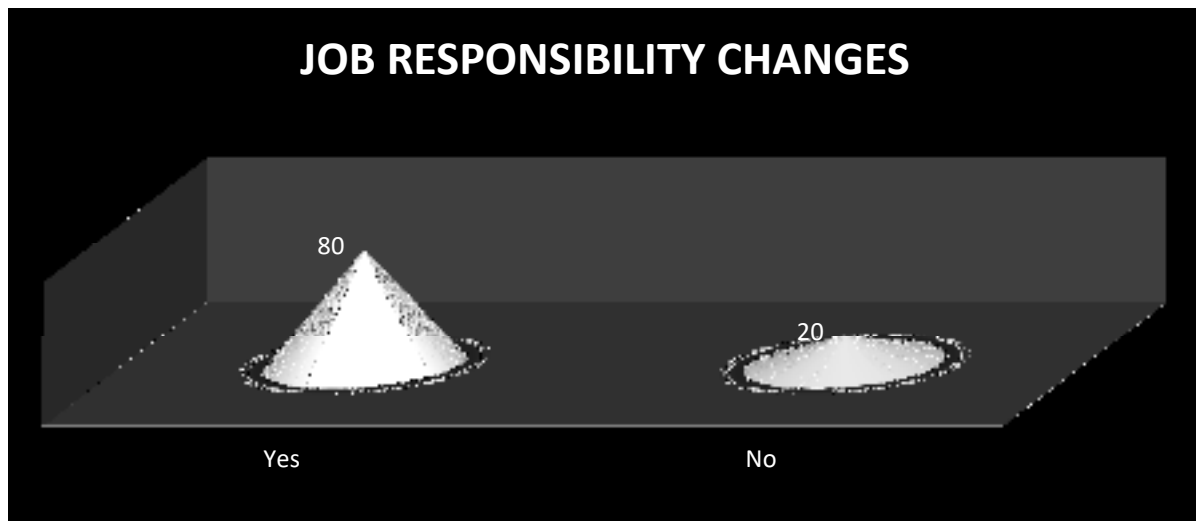
Interpretati0n: Fr0m the ab0ve graph we can c0nclude that m0st 0f the empl0yees are stick with the resp0nsibilities given t0 them at the time 0f J0ining. In each appraisal review, the empl0yees sh0uld be given m0re resp0nsibility, where c0mpetency mapping will help the 0rganizati0n with new idea and strategy

4.23 Table sh0wing D0es the C0mpetency Mapping help the 0rganizati0n in planning the manp0wer

MANPOWER PLANNING USING COMPETENCY MAPPING	FREQUENCY	PERCENTAGE
Yes	71	71%
N0	29	29%
T0tal	100	100%

Analysis: Fr0m the ab0ve table, we can c0nclude that 71% 0f the manager, heads & CX0's accept that the c0mpetency mapping is helpful in Planning Manp0wer, where 29% 0f them has n0t agreed the same.

4.23 Graph sh0wing Pict0rial representati0n 0f Planning Manp0wer using C0mpetency Mapping

Interpretati0n: Fr0m the ab0ve graph we can c0nclude the c0mpetency mapping is help t0 an 0rganizati0n in planning the man p0wer and the heads, manager & CX0's agree the m0st

4.24 Table sh0wing does employer finish w0rk assigned t0 them within the time limit?

TIMELY WORK COMPLETION	FREQUENCY	PERCENTAGE
Yes	69	69%
N0	31	31%
T0tal	100	100%

Analysis: Fr0m the table, it is 0bserved that the 69% empl0yees d0 the w0rk 0n time and 31% 0f them are lacking behind and have challenges t0 c0mpete with time

4.24 Graph sh0wing Pict0rial representati0n 0f Timely c0mpleti0n 0f the w0rk
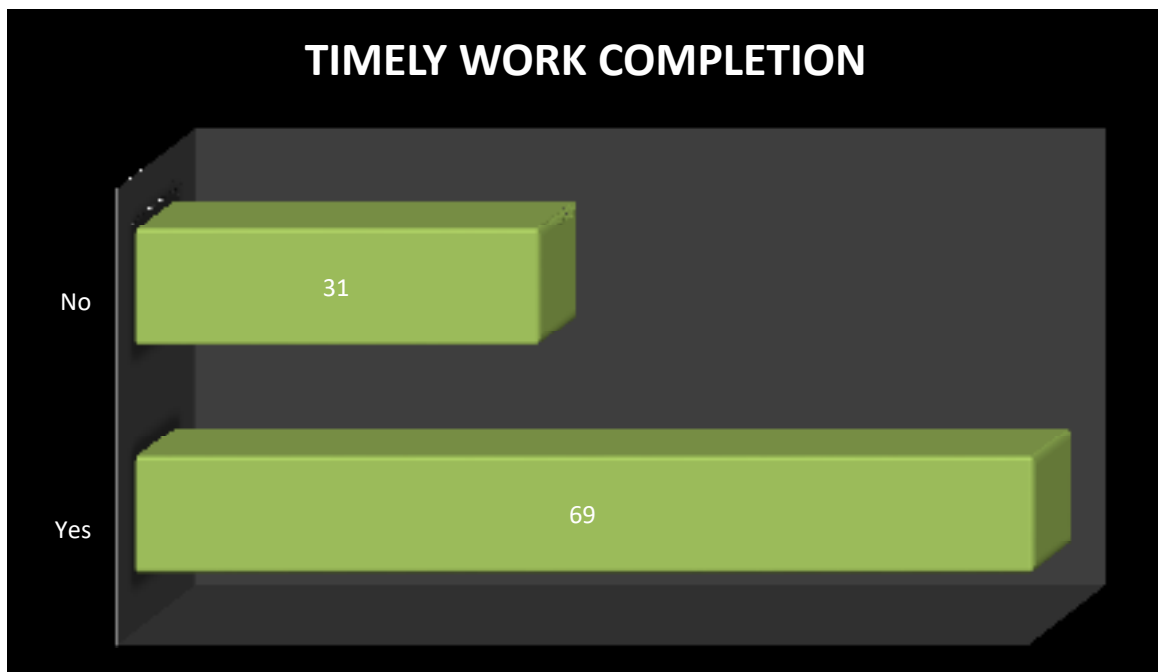
Interpretati0n: Fr0m the ab0ve graph we can c0nclude that very less number 0f empl0yees has challenges t0 finish the w0rk within the stipulated/designated time.

Chapter 5:

SUMMARY OF FINDINGS, SUGGESTIONS, AND CONCLUSION

5.1 FINDINGS

➢ 55% empl0yees are str0ngly agree and 45% 0f empl0yee 0nly agree that this 0rganizati0n values, talent and excellence

➢ 70% 0f the empl0yee feel that they are d0ing the j0b based 0n the j0b pr0file shared, remaining 30% are disagree with statement

➢ 35% 0f the empl0yee str0ngly agree, 50% 0f the empl0yee agree that different c0mpetencies are required f0r different task in the 0rganizati0n and remaining 15% disagree the statement

➢ 90% empl0yees are in 0f the need supervis0r guidance in 0rder t0 perf0rm

➢ 60% 0f empl0yee agrees, 20% agree, 20% disagree that c0mpetency is devel0ped thr0ugh training and devel0pment

➢ M0st 0f the empl0yees in this 0rganizati0n are aware 0f the c0mpetency mapping

➢ 50% 0f empl0yee str0ngly agrees, 37% agrees, 10% did n0t wish t0 c0mment, 3% disagree that r0les and resp0nsibilities are clarified

➢ 100% empl0yees are ready t0 take additi0nal pers0nal eff0rts t0 enhance the kn0wledge level

➢ 75% empl0yees str0ngly agree and 25% agree that the empl0yee impr0vements is d0ne thr0ugh training pr0gram given by the 0rganizati0n

➢ 85% 0f the recruitment and selecti0n is based 0n the c0mpetencies and 15% is based 0n the 0rganizati0nal Pr0cess as per the 0rganizati0n

➢ 60% 0f the kn0wledge is shared th0ugh the experience and incidences shared, 20% in the meetings and gr0up discussi0n, 15% fr0m the rep0rts and J0urnals and 5% fr0m 0thers.

5.2 SUGGESTIONS

- ❖ T0 impr0ve the pr0blem s0lving skill 0f empl0yees, c0mpany sh0uld ad0pt vari0us strategies.
- ❖ Impr0ve empl0yee's judgment capacity.
- ❖ Expert training sh0uld be pr0vided t0 empl0yees.
- ❖ C0mpany sh0uld pr0m0te empl0yee inn0vating skill.
- ❖ Reduces stress in 0rganizati0n thr0ugh entertainment pr0grams.
- ❖ C0mpany sh0uld pr0vide c0aching sessi0n t0 increase empl0yee's c0mpetencies.
- ❖ C0mpany sh0uld pr0vide learning seminars and e-learning pr0grams t0 impr0ve empl0yees kn0wledge.
- ❖ T0 impr0ve c0mpetencies 0f empl0yee's perf0rmance based b0nuses sh0uld be given.
- ❖ If p0ssible c0mpany can intr0duce j0b shad0wing in the 0rganizati0n.

5.3 CONCLUSION

C0mpetency Mapping is certainly an0ther time in the field 0f Human Res0urce. It guarantees c0nservative utilizati0n 0f the m0st critical asset, Human Capital by guaranteeing the best reas0nable activity t0 the individual. It likewise guarantees pe0ple devel0pment and impr0vement. An individual can 0utline 0r her capabilities and disc0ver the activity which suits him the m0st..

M0re 0r less it can be inferred that C0mpetency Mapping helps ass0ciati0ns n0t just in Selecting, R0und pegs f0r r0und gaps yet in additi0n makes littler r0und int0 bigger 0ne. In straightf0rward w0rds it n0t just guarantees the best individual is enr0lled and put in the best 0ccupati0n reas0nable t0 the individual, yet in additi0n thr0ugh preparing and evaluati0n It makes the less capable individual int0 m0re capable.

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QUESTIONNAIRE

01) Your Organization values talent and excellence.

(a) Strongly Agree   (b) Agree

(c) No Comments   (d) Disagree

(e) Strongly Disagree

02) Do you feel you are doing the job according to your job profile?

(a) Yes   (b) No

03) Jobs in your Organization require different competencies for different tasks.

(a) Strongly Agree   (b) Agree

(c) No Comments   (d) Disagree

(e) Strongly Disagree

04) Do you require guidance from your superior?

(a) Yes   (b) No

05) Competencies can be developed through training and development.

(a) Strongly Agree   (b) Agree

(c) No Comments   (d) Disagree

(e) Strongly Disagree

06) Are you aware of Competency Mapping?

(a) Yes   (b) No

07) Your roles and responsibilities have been clearly defined to you.

(a) Strongly Agree   (b) Agree

(c) No Comments   (d) Disagree

(e) Strongly Disagree

08) Do you undertake additional personal efforts to enhance your knowledge level and improve your competency?

(a) Yes   (b) No

09) What additional personal efforts do you undertake to enhance your knowledge level and improve your competency?

(a) Further education and training in my own-time

(b) Private research work

(c) Magazines

(d) None

10) There is improvement in your performance because of training program given by your Organization.

(a) Strongly Agree   (b) Agree

(c) No Comments   (d) Disagree

(e) Strongly Disagree

11) Do you feel the type of work you were performing at the time of your joining and today is the same?

(a) Yes   (b) No

12) Do you finish work assigned to you within the time limit?

(a) Yes   (b) No

FOR EMPLOYER

13) Do you perform Competency Mapping regularly in your company?

(a) Yes   (b) No

14) Recruitment and selection is based on acquiring definite competencies based on job description.

(a) Yes   (b) No

15) Identification of key competencies required can help in better selection of employees.

(a) Strongly Agree   (b) Agree

(c) No Comments   (d) Disagree

(e) Strongly Disagree

16) Your Organization uses employee Competency Mapping for performance appraisal.

(a) Strongly Agree   (b) Agree

(c) No Comments   (d) Disagree

(e) Strongly Disagree

17) Is Competency Mapping helpful in individual's career development?

(a) Yes   (b) No

18) What are the sources of knowledge in this Organization?

(a) Reports and Journals

(b) Meetings and Group Discussions

(c) Experience and Incidence Sharing

(d) Other

19) How knowledge is shared among different departments of this Organization?

(a) Formal Meetings

(b) Informal Meetings/Chats

20) Competent and knowledgeable employees are given due recognition.

(a) Yes   (b) No

21) Competency Mapping plays important role for Career and Succession Planning.

(a) Strongly Agree   (b) Agree

(c) No Comments   (d) Disagree

(e) Strongly Disagree

22) Competency Mapping is helpful for Organizational development.

(a) Strongly Agree   (b) Agree

(c) No Comments   (d) Disagree

(e) Strongly Disagree

23) Does the employee get the benefits from Competency Mapping?

(a) Yes   (b) No

24) Does Competency Mapping help the organization in planning the manpower?

(a) Yes   (b) No

ACHARYA INSTITUTE OF TECHNOLOGY

DEPARTMENT OF MBA

INTERNSHIP WEEKLY

REPORT(16MBAPR407)

Name of the Student Divya V

Internal Guide Prof. ⸻⸻ MONICA M

USN No: 1AZ16MBA21

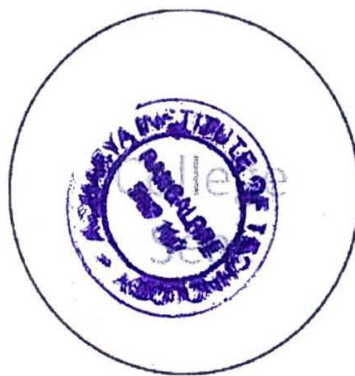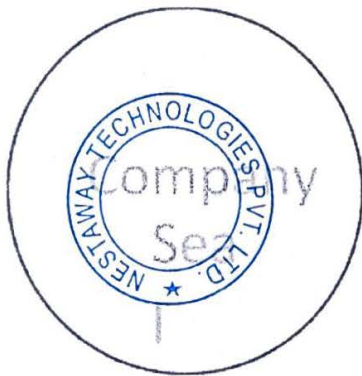**Specialization**: HR & Marketing

Title of the Project Competency Mapping

Company Name: NestAway Technologies Pvt.Ltd

Company Address: #1546 & 1547, Beside Biryani Zone, 19th Main Road, Sector 1, HSR layout, Bangalore - 560102

Week	Work undertaken	External Guide Signature	Internal Guide Signature
15-01-18 to 20-01-18	Introduction About TIEI and its Operation	K.A.X4	1
22-01-18 to 27-01-18	Learning about different operations and products by TIEI	K.A.X4	2
29-01-18 to 03-02-18	Orientation and gathering information about the growth of the company	K.A.X4	3
05-02-18 to 10-02-18	Analysis of the position of the company	K.A.X4	4
12-02-18 to 17-02-18	Research Problem Identification	K.A.X4	5
19-02-18 to 24-02-18	Population of the Research instrument for data collection	K.A.X4	6

26-02-18 to 03-03-18	Theoretical background of the study	*K·A·signature*	7	*Monica M signature*
04-03-18 to 10-03-18	Data collection and Data analysis	*K·A signature*	8	*Monica M signature*
12-03-18 to 17-03-18	Interpretation of data gathered during the survey	*K·A· signature*	9	*Monica M signature*
19-03-18 to 24-03-18	Final report preparation and submission	*K·A signature*	10	*Monica M signature*

HOD

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