

A STUDY OF COMPETENCY MAPPING OF EMPLOYEES IN BANKING SECTOR (WITH SPECIAL REFERENCE TO ICICI BANK)

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ABSTRACT

“In this dynamic world only one thing is permanent and that is change” so keeping pace with ever changing environment is always be a requirement and challenge for business world in several areas of management including human resource management, as it is necessary for business houses to choose job-fit personality for sustainable growth and development. Keeping these vies in mind; researcher identified the need of competency mapping in various business areas and conducted a survey on competency mapping in Banking sector.

Competencies are components of a job which are reflected in behavior that is observable in a work place. The common element most frequently mentioned are knowledge, skills, abilities, aptitudes, personal suitability behavior and impact on performance at work. The main emphasis of organizations has begun to believe in excelling and not in competing. The competency mapping affects the existing competencies of employees. Therefore, the paper attempts to measure the role of competency mapping in the efficient performance of the employees at middle level and determine various functional areas, where the competency mapping can proved beneficial. The research of study based on primary data collected by the mean of questionnaire from the different branches of ICICI BANK, located at different place in Agra. Similarly, the result of study prove that, the competency mapping is necessary for the performance and future growth of bank because the growth and development of every business is based on the efficient and satisfied working staff.

KEYWORDS: Competencies, Resources, Performance Appraisal, Assessment Career Development, Banking etc