



A STUDY ON COMPETENCY MAPPING AND ITS INFLUENCE ON EMPLOYEE GROWTH AND ORGANIZATIONAL DEVELOPMENT CONCERNING SERVICE SECTOR.

Mr. M. Vishwanath

Student, St. Peter's College of Engineering and Technology, Chennai

Email: vishwanath10426@gmail.com

Mr. Dhanush R

Student, St. Peter's College Of Engineering And Technology, Chennai

Email: ghanushramesh4183@gmail.com

Mr. C. Poorthiharan

Student, St. Peter's College of Engineering and Technology, Chennai

Email: poorthiofficial@gmail.com

Mr. G. Bhuvanesh

Student, St. Peter's College of Engineering and Technology, Chennai

Email: bhuvaneshg383@gmail.com

ABSTRACT

Competency Mapping and Its Impact on Service Sector Employees and Organizations The research explores the effect of competency mapping on employee development and organizational development in the service industry. Its main priorities are the recognition of skills gaps, the promotion of employee behavior in line with organizational culture, and the reinforcement of organizational knowledge. The study constructs a competency framework based on job analysis, competency inventory, and performance evaluation. The research demonstrates several relevant relationships between using competency mapping tools and organizational outcomes such as productivity, commitment, and retention. It also highlights the significance of competency mapping in enhancing communication, decision-making, and leadership. The research results support that competence mapping can contribute to raising individual performance in response to competency gaps; as well, it contributes to an organizational culture, increases employee satisfaction, and secures a developmental future for the organization. Ongoing competency evaluation and feedback are necessary to ensure that employees' skills continue to develop in line with industry trends and the goals of the business. This research adds to the knowledge of how a sophisticated capability framework is capable of motivating and optimizing workforce efficiency and contributing to sustainable organizational growth, providing a competitive advantage in the ever-changing service sector.

Keywords:

- 1. Competency Mapping**
- 2. Employee Development**

- 3. Organizational Growth**
- 4. Skill Gap Analysis**
- 5. Performance Measurement**
- 6. Service Sector**

INTRODUCTION

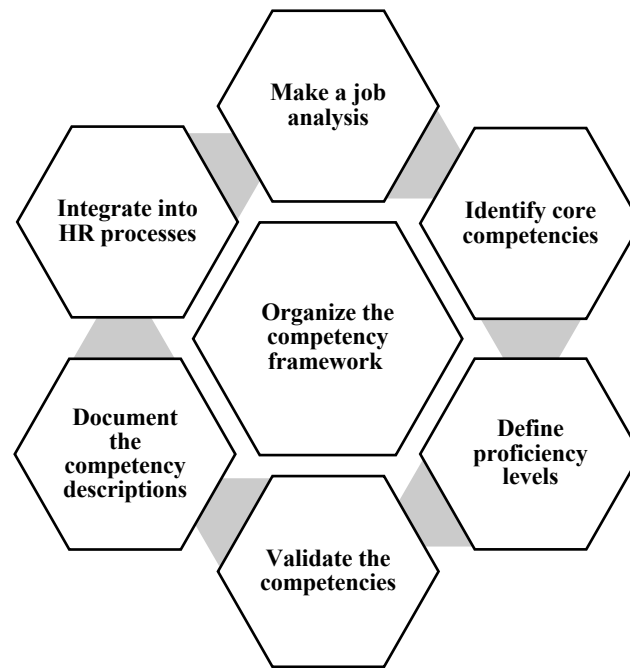
Competency mapping is a strategic tool for finding out the key competencies needed by the employees to perform effectively, which in turn leads to the success of the organization. Helps connect individual performance to organizational goals, creating a culture of accountability, ownership, and goal setting. In the current scenario of business operations competition, particularly in the service sector, competency mapping is paramount in terms of employees harboring the correct scale of technical competence and interpersonal relations, along with adaptive behavior such as learning. It helps identify skill gaps, develop targeted training programs, and create clear career progression pathways. Competency mapping also supports strategic workforce planning by preparing employees for future skill requirements, enabling informed decisions in recruitment, performance management, succession planning, and leadership development. This leads to increased engagement, motivation, and retention among employees. As the service sector faces increasing competition, technological disruptions, and evolving customer needs, competency mapping is essential for sustainable growth and long-term organizational success.

OBJECTIVES OF THE STUDY

Research Questions

- How confident are you in using the technology and tools required in your role?
- How effectively do you access and utilize organizational knowledge or resources?
- How well do you believe your values align with those of the organization?
- How do you typically approach solving a complex problem?

CONCEPTUAL FRAMEWORK



RESEARCH METHODOLOGY

This study adopts a descriptive research design to systematically analyze and describe the characteristics of the selected group. Descriptive research is useful for obtaining a clear understanding of a population by collecting, organizing, and interpreting data. The study employs both primary and secondary data collection methods to ensure accuracy and reliability. Primary data is gathered through structured questionnaires, allowing for direct responses from participants, while secondary data is sourced from credible platforms such as the company's website, published journals, and online resources. The research is conducted on a total population of 88 individuals, out of which a representative sample of 73 respondents is selected for analysis. This sample size is carefully chosen to provide meaningful insights while maintaining the study's validity and generalizability. The tools and techniques that are used for data analysis and interpretation.

- Percentage Analysis
- Chi-square
- Analysis of Variance (ANOVA)

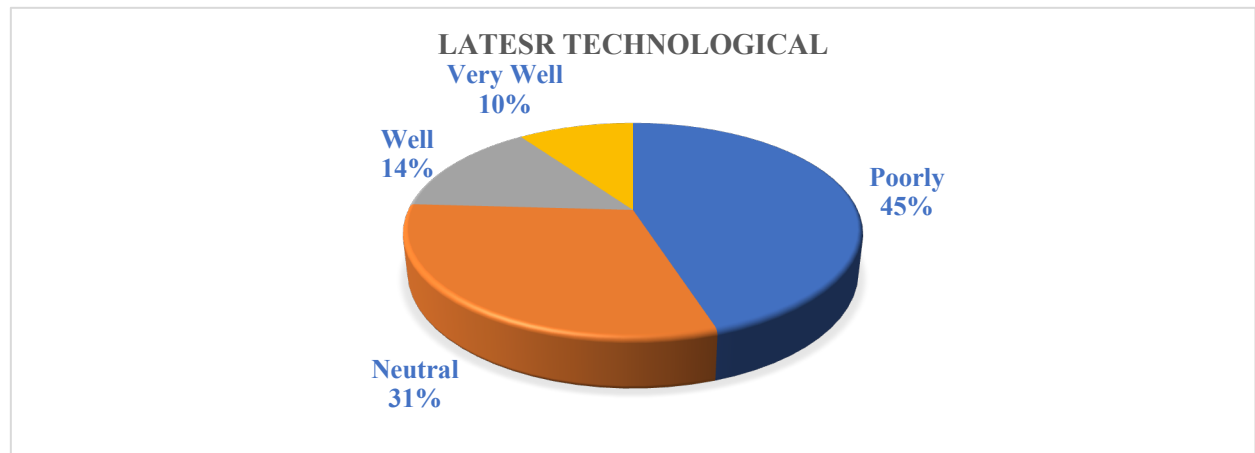
PERCENTAGE ANALYSIS

DATA ANALYSIS AND INTERPRETATION

ADJUST TO THE LATEST TECHNOLOGICAL DEVELOPMENTS IN METROLOGY.

NEW TECHNOLOGICAL	NO. OF RESPONSE	PERCENTAGE
Poorly	32	45%
Neutral	22	30.9%

Well	10	14.3%
Very Well	7	9.8%
Total	71	100%



The findings indicate that almost 50% of participants (45%) believe they struggle to adjust to new technological developments in metrology, while 30.9% express neutrality, which may reflect uncertainty or insufficient experience. Merely 24.1% feel they adapt effectively or very effectively. This highlights a considerable demand for specialized training, familiarity with new instruments, and continuous assistance to enable employees to stay abreast of technological advancements in the metrology sector.

CHI-SQUARE ANALYSIS:

Null Hypothesis (H₀): There is no significant difference between Gender additional training in metrology techniques

Alternative Hypothesis (H₁): There is a significant difference between Gender and additional training in metrology techniques

GENDER ADDITIONAL TRAINING IN METROLOGY TECHNIQUES

Gender				
		Additional training in metrology techniques		Total
		Yes	No	
Gender	Male	44	9	53
	Female	15	3	18
Total		59	12	71

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)	
Pearson Chi-Square	.001 ^a	1	.975			
Continuity Correction	.000	1	1.000			
Likelihood Ratio	.001	1	.975			
Fisher's Exact Test				1.000	.643	
Linear-by-Linear Association	.001	1	.976			
N of Valid Cases	71					
WORKING EXPERIENCE			16	35	14	6
ADVANCEMENTS IN METROLOGY			32	22	10	7
TECHNICAL TASKS			35	15	18	3

The **F-value is 0.975**, which is **higher than 0.5**. Hence, **we accept the null hypothesis** and conclude that there is a significant relationship between gender & learn about technical analysis

ANALYSIS OF VARIANCE

Null Hypothesis (H0): There is no significant difference between working experience vs advancements in metrology and technical tasks

Alternative Hypothesis (H1): There is a significant difference between working experience vs advancements in metrology and technical tasks

WORKING EXPERIENCE VS ADVANCEMENTS IN METROLOGY AND TECHNICAL TASKS

ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
Technological advancements	Between Groups	15.320	4	3.830	4.700	.002
	Within Groups	53.779	66	.815		
	Total	69.099	70			

Technical tasks	Between Groups	12.839	4	3.210	4.198	.004
	Within Groups	50.457	66	.765		
	Total	63.296	70			

F = 4.198; Significant Level: 0.05; Therefore, the null hypothesis is accepted.

Since the F value is 4.198, which is positive. There is a significant difference between working experience vs advancements in metrology and technical tasks.

CONCLUSION

Competency mapping has emerged as a vital tool for fostering employee development and organizational advancement within the service industry. The research indicates that while employees generally acknowledge the significance of competency enhancement, there exists a considerable demand for targeted initiatives, especially in areas of technical adaptability and alignment of behaviors with organizational values. The results suggest that organizations that proactively identify skill deficiencies and address them through organized training, mentoring, and feedback mechanisms can greatly improve their workforce's productivity, creativity, and engagement. Furthermore, competency mapping not only aims to enhance current performance but also equips employees for future positions, thereby ensuring the organization's agility and sustainability. A robust competency framework encourages a culture of ongoing improvement, boosts employee morale, facilitates leadership development, and aligns individual performance with the strategic objectives of the organization. In a service landscape that is increasingly competitive and technologically advanced, competency mapping transcends being a mere HR function; it is a fundamental catalyst for long-term growth, resilience, and competitive edge. Therefore, organizations in the service sector must regard competency mapping as a continuous, evolving process that is integrated with comprehensive talent management and business strategies to achieve enduring success.

BIBLIOGRAPHY

- Kumar, A. & Rani, M. (2016): It highlights how identifying core competencies aligns individual roles with business strategies, thus facilitating career progression, enhancing job satisfaction, and driving organizational development
- Parveen, S. & Asif, M. (2015): It showed that employees with clearly defined competencies were more likely to engage in continuous learning and contribute to organizational innovation and development.
- www.researchgate.net
- www.sciencedirect.com
- www.shrm.org
- www.managementstudyguide.com

BOOK REFERENCE

- Competency Mapping and Assessment: A Practitioner's Handbook by Seema Sanghi (2024), published by Taylor & Francis, provides practical frameworks and tools for implementing competency mapping, especially tailored to sectors like HR and services.
- Competency Mapping and Assessment Manual by Indranil Gupta (2022), published by Notion Press, is a user-friendly guide for HR and L&D professionals to design and implement competency-based systems in organizations.