

K. J. SOMAIYA INSTITUTE OF MANAGEMENT STUDIES AND RESEARCH,
Vidyavihar, Mumbai- 400077

Program: PGDM (HR) & MMS (HR) (Batch2016-18) Trimester-IV
Subject: Competency Management
(End Term Examination)

Maximum Marks: 50

Date: 15/09/ 2017

Duration: 3 hours

Instructions

1. Attempt all Questions

QUESTION 1 any two (15 Marks)

- a. Competency Assessment is used as a tool for Development Center activities. As HR head you are required to understand the feasibility of the same and build a rationale for adopting Competency Assessment for developing the talent of your organization to take on leadership roles. Prepare a suitable proposal for approval of the senior management.
- b. Enumerate the errors in the conduct of Assessment Centers.
- c. Enumerate the use of different methods used in a assessment center for competency assessment.

QUESTION 2 (15 Marks)

1. Given below are details of a position. (10 marks) Please
 - a. Identify 4-6 competencies needed for a candidate in the given position and briefly define them.
 - b. For any one competency, write a list of behavioral descriptors to explain the different proficiency levels
 - c. At what proficiency level where would you like to position a desirable candidate? Justify.

HR GENERALIST

1. Company

- a. International BPO company with about 500 employees at Bangalore
- b. The company is about 2 years old and has grown rapidly in the last 6 months. The employees are involved in transaction processing
- c. HR department is responsible for recruitment, compensation and benefits, HR policy and process design, appraisals, employee communication, training and development.
- d. HR manager heads the department. There are 2 recruiters and an assistant in the department. HR manager now needs a person to support him in certain aspects of HR.

- 2. Roles: The selected person would be broadly responsible for**
- a. Organizing induction and training
 - b. Employee relations – handling employees’ issues and conducting employee events / activities regularly
 - c. Implementation of appraisal system
 - d. Compensation and benefit administration
 - e. Supporting the recruiters in conducting tests and interviews as needed

QUESTION 3 any three (20 Marks)

Write short notes on any three of the following:

1. Succession planning through competency mapping
2. Pros and cons of using an In-tray for competency mapping
3. Importance of Assessor Training in an Assessment Center.
4. Individual developmental plan (IDP) and its relevance in an training and development or learning and development.
5. ORCE

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