A STUDY ON FUNCTIONAL COMPETENCIES ASSESSMENT ON EMPLOYEE PERFORMANCE – AN EMPIRICAL STUDY

V. SANKARANARAYANAN,
Ph.D., Part time research scholar, Periyar University, Salem

Dr. C. SAMUDHIKARAKUMAR,
Professor and Head, Department of Business Administration,
Annamalai University, Chidambaram

ABSTRACT

As most of the Indian companies are witnessing a rapid change in systems and management cultures as the result of the global alignment of Indian organizations, there is a huge need for bringing multi skill development by identifying and analyzing required competencies to perform tasks. The Competences might describe the duties of a Sales Manager for example, such as manage the sales office and its staff, prepare quotations and sales order processing, manage Key Accounts and supervise and motivate the field sales force. Objectives of the study, To find out the factor that influences employee Functional competencies on employee performance in selected service sector companies. Methodology of the study, service sector grows rapidly in the developing countries as well. Hence, increasing competencies of the labor force according to the rapidly changing demands of the global markets is considered as one of the major strategic objectives. The sample are planned to choose among the leading companies of service sector. The research will be conducted in various sectors ranging from banking, cargo, communication, food and catering, finance, publishing, retail, IT, and tourism sectors. Four fifty respondents have selected this study, Convenience sampling method has used in this study. Each sector has selected fifty respondents. Conclude this study, This is important for implementation of the new ideas gained through the feedback, since a positive attitude at the end of the assessment will enhance the commitment of the organization to put to use the merits and demerits acquired through feedback from the employees.

Key words: Functional competencies, employee, performance etc.,