

School of Business

MBA

Summer Term - September 2023

Time : 3 Hours

Marks : 50

Sem III - MBHR6013 - Competency Mapping and Assessment

Your answer should be specific to the question asked

Draw neat labeled diagrams wherever necessary

1. Explain the components of competency CO1 (2)
2. Explain the relationship which is suggested in the "Commitment and Competency Model". CO2 (2)
3. Explain Delphi technique used for competency Identification. CO3 (2)
4. Write down one example of Graphic rating scale which can be used for competency assessment. CO4 (2)
5. What are the necessities and barriers for an Assessment Centre? CO5 (2)
6. Competency profiling is important step for competency mapping. Discuss this statement explaining competency profiling process. CO1 (5)
7. Himanshu Sharma is a Senior Manager in the HR department responsible for Technical Recruitments at IG Technologies. He is a pass out from a premier management institute and has credentials that matter. However, though he is skilled in his area of expertise, still is very casual in his approach. He can be mentoring many proteges in his organization but does not take any interest. His approach to work is 'I'll finish this tomorrow.'
Can Himansu be called competent? With the help of a suitable model/framework of competency, which category does he fall in? What are the other categories in this model can be discussed to take decision? CO2 (5)
8. As a HR consultant, you have been asked to conduct Assessment Centre for Business Development Executive of one Retail Company. What procedure you will follow to conduct this assessment centre. Provide details while describing "Do's" and "Don't" of it CO5 (6)
9. Write down minimum two questions using behavioral descriptive interview or behavioral event interview method for the following competencies CO3 (8)
 - a) *Customer Focus*
 - b) *Emotional Stability*
 - c) *Team building skills*
10. In many universities, students are required to conduct team projects. A description of these "job" duties is the following: CO4 (8)

Work with team members to deliver project outcomes on time and according to specifications. Complete all individual assignment to the highest quality, completing necessary background research, making any mathematical analysis, and preparing final documents. Foster a good working environment.

Q.1 Generate a list of competencies (both core and supportive) for the position described and identify a list of critical behavioral indicators for each competency.

Q.2 Create a rating scale using BARS to measure one identified competency.

PTO

11. The following profile is for an Operation Manager, Comviva Technology, Gurgaon. Below is the Job Description. Company would like to conduct assessment centre for Operation Managers. To design the assessment centre, identify 6 competencies with operational definition which would be assessed in the Assessment Centre. Also, enlist the tools and techniques which would be used to assess each competency. Ensure that one competency is assessed through multiple tools and techniques. CO5 (8)

- Managing Technical Operations with onsite team members and offsite Centralised Technical Operations.
- Be responsible for all Tech Ops activities for the customer.
- Collaborate with GCS and manage the Centralised Tech Ops Team on various CVM Actionable.
- Providing consultation to Customer, Engg and Support teams on various requirements.
- Handling customer meetings & weekly Governances
- Understanding new requirements on CVM products.
- Collaboration with customer for scoping of CRs
- Collaboration with various engineering teams for technical solution, effort and plan
- Collaboration with BD for Technical Proposals for RFP, Non-RFPs, CRs, Applications, hardware upgrades, migration/replacement proposals.
- Creating high level project plan for RFPs, CRs, Applications
- Creating Migration Strategy, scope and plan
- Defining Project deliverables, acceptance and exit criteria for projects
- Defining project deliverables

Functional

- MUST HAVE: Domain expertise in CVM, IN, SMS, USSD, IVR
- Hardware and solutions expertise
- Know how of technologies like Linux, Kafka, VoltDB, Postgress, Oracle, Tomcat
- Expertise in handling application and database security is preferred.

Education and Experience

- BE/MTech in CS/IT/E&E/E&C
- 8 to 10 years in CVM Space