

COMPETENCY MAPPING FOR HR EXCELLENCE: A STUDY CONDUCTED IN BANK OF MAHARASHTRA, CHENNAI

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ABSTRACT

In India, HR function has moved ahead in the recent years to don the new transformational role particularly in service sectors like IT, financial services, transport, tourism and entertainment. Some Banks in India are legitimately aspiring to become world-class in their quality of products and service delivered. To gain competitive advantage, knowledge and skills in their people have to be leveraged by them. The effectiveness of a person to carry out a job depends not only on single or isolated factors but on a set of different factors. In order to acquire global size, scale and pursue global banking, the system is likely to witness internal consolidation. In spite of many positives, PSBs today are seriously handicapped vis-à-vis their competitors in the market place, on account of huge human capital deficit. Some of the major HR challenges before Banking include building capabilities for the future; improving productivity and performance culture; building talent management practices; building succession for key critical and leadership positions; developing ownership, accountability, professionalization and institutional mechanism for sustained human capital management; transforming HR function from legacy driven HR to developmental HR, etc. The study was conducted at Bank of Maharashtra, Chennai to observe the positive awareness of the HR Excellence among the employees.

KEYWORDS: Human Resource, Excellence, Competency Mapping and Competency Awareness