ABSTRACT

As we move rapidly to a service-based economy, the importance of human capital as a key marketplace differentiator has become increasingly evident. Competency is often used in organization that implements performance appraisal assessment based on competency model. This competency includes description, target level and characteristic from each target level. This level from each competency will be different from one position to others depend on the qualification of the role. Thus, we suggest designing competency model at Bank XYZ. The scope of this group field project is designing competency model especially at human resources department in Bank XYZ. This competency is developed based on vision, mission, organization capabilities, business strategy and job description from human resources department. The goal of this GFP are identify all competencies which are required by each position in human resource department and Design competency model that appropriate with specification of job position. We can conclude that the competency model is designed with two approaches which are top-down approach and bottom-up approach.

Keyword:
human capital, competency, competency model.