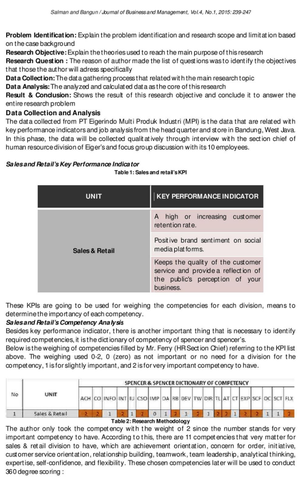
Competency Dictionary Spencer.pdf1



Salman and Bangun / Journal of Business and Management, Vol.4, No.1, 2015: 239-247

Problem Identification: Explain the problem identification and research scope and limitation based on the case background
Research Objective: Explain the theories used to reach the main purpose of this research
Research Question : The reason of author made the list of questions was to identify the objectives that those the author will adress specifically
Data Collection: The data gathering process that related with the main research topic
Data Analysis: The analyzed and calculated data as the core of this research
Result & Condusion: Shows the result of this research objective and conclude it to answer the entire research problem

Data Collection and Analysis

The data collected from PT Elgerindo Multi Produk Industri (MPI) is the data that are related with key performance indicators and job analysis from the head quarter and store in Bandung, West Java. In this phase, the data will be collected qualitatively through interview with the section chief of human resource division of Elger's and focus group discussion with its 10 employees.

Sales and Retail's Key Performance Indicator

Table 1: Sales and retail's KPI

UNIT	KEY PERFORMANCE INDICATOR
Sales & Retail	A high or increasing customer retention rate.
	Positive brand sentiment on social media platforms.
	Keeps the quality of the customer service and provide a reflection of the public's perception of your business.

These KPIs are going to be used for weighing the competencies for each division, means to determine the importancy of each competency.

Sales and Retail's Competency Analysis

Besides key performance indicator, there is another important thing that is necessary to identify required competencies, it is the dictionary of competency of spencer and spencer's.
Below is the weighing of competencies filled by Mr. Ferry (HR Section Chief) referring to the KPI list above. The weighing used 0-2. 0 (zero) as not important or no need for a division for the competency, 1 is for slightly important, and 2 is for very important competency to have.

No	UNIT	SPENCER & SPENCER DICTIONARY OF COMPETENCY																			
		ACH	CO	INFO	INT	EI	CSO	IMP	SA	RB	DEV	TW	DIR	TL	AT	CT	EXP	SCP	OC	SCI	FLX
1	Sales & Retail	2	2	1	2	1	2	0	1	2	2	2	2	2	1	2	2	2	1	1	2

Table 2: Research Methodology

The author only took the competency with the weight of 2 since the number stands for very important competency to have. According to this, there are 11 competencies that very matter for sales & retail division to have, which are achievement orientation, concern for order, initiative, customer service orientation, relationship building, teamwork, team leadership, analytical thinking, expertise, self-confidence, and flexibility. These chosen competencies later will be used to conduct 360 degree scoring ;

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When we think about it, most jobs that involve physical or manual activity are open to people with disabilities. As such, jobs may be a good place to search for these; because jobs requiring work with the hands and/or the ability to perform physical tasks are likely to employ people with disabilities. So, any occupation that an individual is interested in can be turned into a job as long as it does not have a physical requirement. But how does this apply to people with Intellectual and Developmental Disabilities (IDD)? How do people with IDD obtain jobs? Although the question is not easy to answer, I suggest that there are different ways to answer it depending on the type of disability: 1. Rehabilitative Job Program (RJP): Job training programs for people with intellectual disability have been widely implemented in many countries to help people with disabilities to understand the workplace. RJP provide services that are delivered in schools, special institutions, in vocational training institutions, or job centres. The aim is to train people with intellectual disability for a job, sometimes vocational, sometimes not. The program usually consists of theoretical teaching (behavior, cognitive, etc.), on how to work, and a professional training for the job (involving work settings and in-company training, see [@B4]). People with IDD with only mild intellectual disability and without severe speech, visual, or physical disabilities, are usually offered a job trainee program. Since people with intellectual disability are not able to provide a high level of knowledge and the necessary skills, they receive support in the form of supervision and a job coach ([@B11]; [@B4]; [@B11]). A widely applied program is that of the Dutch Social Rehabilitation Agency (RSA) in The Netherlands, which offers a wide range of services in vocational rehabilitation for people with intellectual disabilities ([@B26]). The RSA offers both work-focused services and a program for training into the job system, called the Employment Manual. Besides working with the worker and the employer, the training program at the RSA is tailored to the worker. RSA-workers provide a theoretical and practical training, the content and method are designed by RSA, workers and training institutes. Workers in the RSA are case managers in five consecutive stages, the fifth being a new career. The RSA works with people in transition from their old, non-suitable job to a suitable job. RSA-workers do not work in a rehabilitation center but in a small team that the worker selects herself/him 82157476af

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