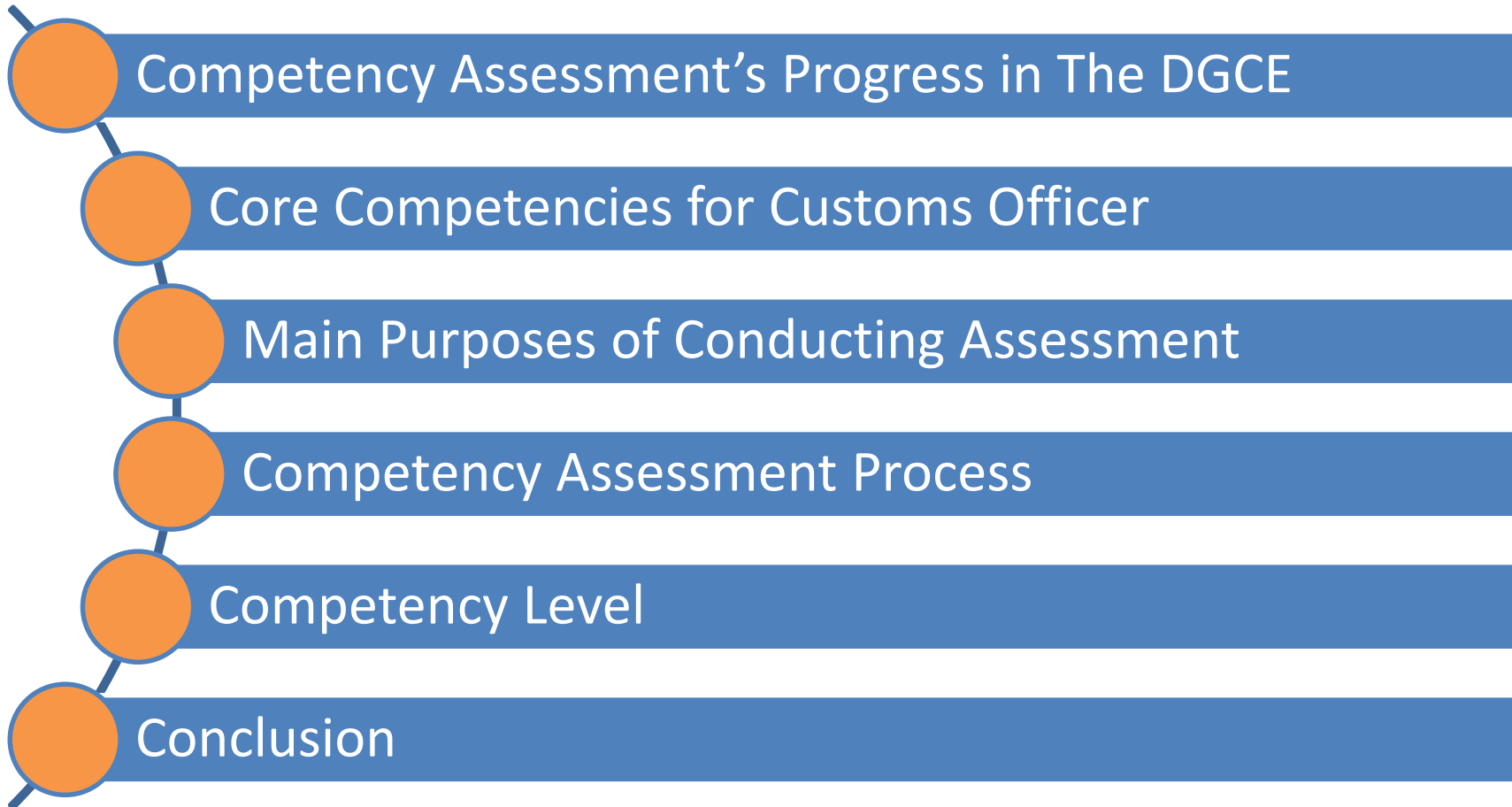


Competency Assessment Process in Directorate General of Customs and Excise (Ministry of Finance of Republic of Indonesia)

November 2018

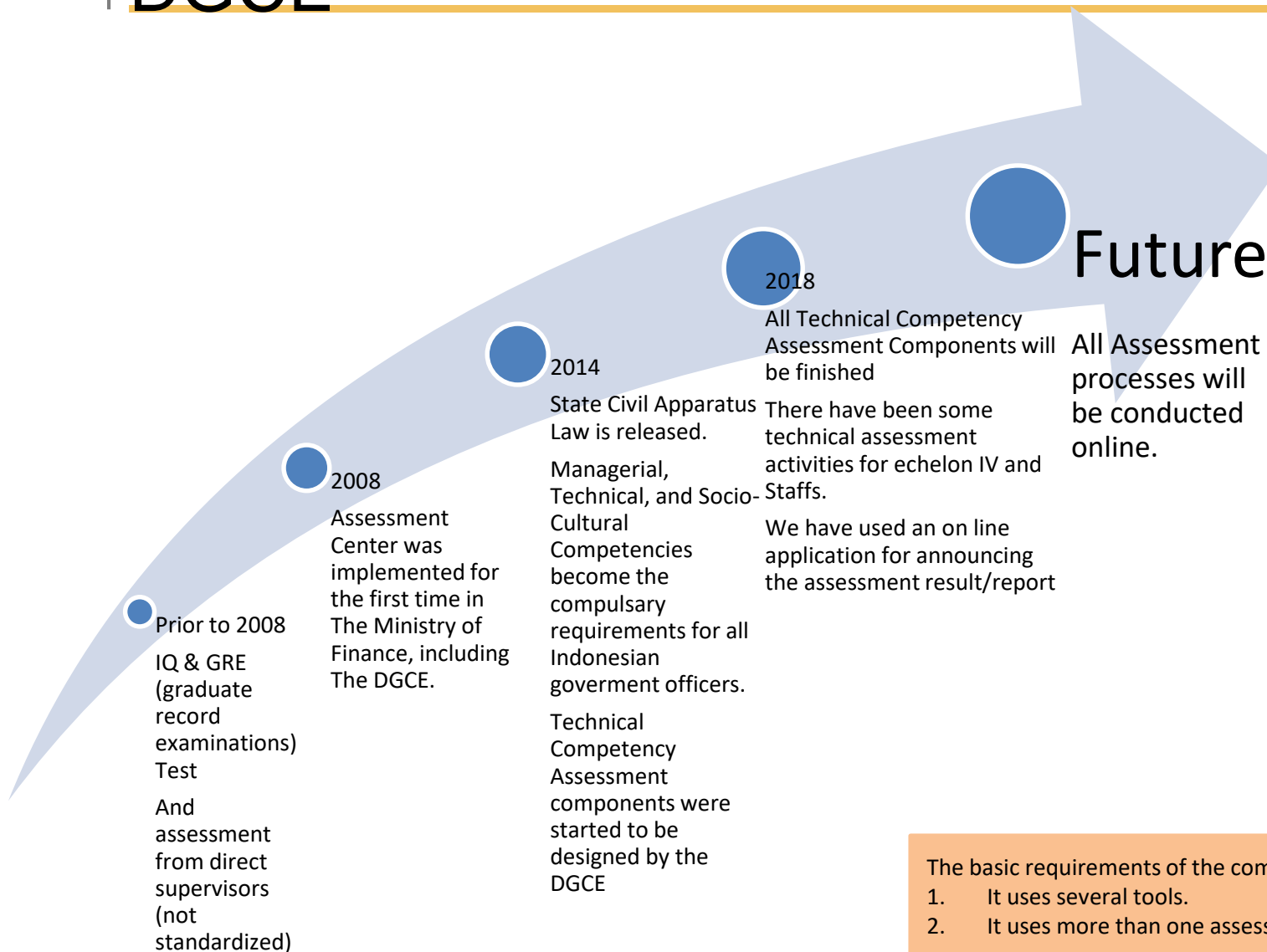


Topic Highlights





Competency Assessment's Progress in The DGCE



- The basic requirements of the competency assessment:
1. It uses several tools.
 2. It uses more than one assessor for each assessee.



Core Competencies for Customs Officer

Technical Competency

- knowledge, skill, and attitude/behaviour that can be observed, measured, and developed related to **the technical ability** to accomplish certain tasks.
- Example: Customs & Excise Regulations, IT Skill, English Proficiency, etc.

Managerial Competency

- knowledge, skill, and attitude/behaviour that can be observed, measured, and developed to **lead or manage** a unit/organization.
- Example: Thinking aspect, Working aspect, Relating aspect, & Self managing aspect.

Socio-Cultural Competency

- knowledge, skill, and attitude/behaviour that can be observed, measured, and developed related to the **ability to interact with people with diverse cultural background**.



What are the main purposes of conducting assessment?

Selection & Placement

- New Employees
- Rotation & Deployment

Training & Development

- Echelons (II, III, & IV)
- Staff

Promotion

- Echelons (II, III, & IV)



The Assessment Process

Assessment Process



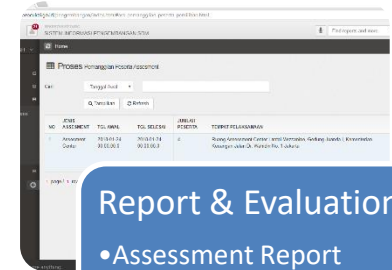
Building Components

- Competency Dictionary
- Competency Standard
- Assessment Methods and Tools
- Assessors



Assessment

- Customs Headquarters
- Vertical Units
- On-line (Psychological Test)



Report & Evaluation

- Assessment Report
- *Feedback*
- *CMC*

Assessment Methods & Tools

Technical Competency

- Written Exercises (Multiple Choice, Case Analysis, & English Proficiency Test)
- Presentation
- Interview

Managerial Competency

- Personality/trait Inventory
- Simulation ((In-Basket, *Leaderless Group Discussion*, & Role Playing)
- Assignment (Critical Incident, Case Analysis, Presentation, & Self Assessment)
- Interview

Socio Cultural Competency

- Under Development

Assessor

Technical Competency

- Managers (Minimum one level above the candidate).
- Assessor must be certified by The Director General.

Managerial Competency

- Associate/External Assessors
- Internal Assessors from The Ministry of Finance

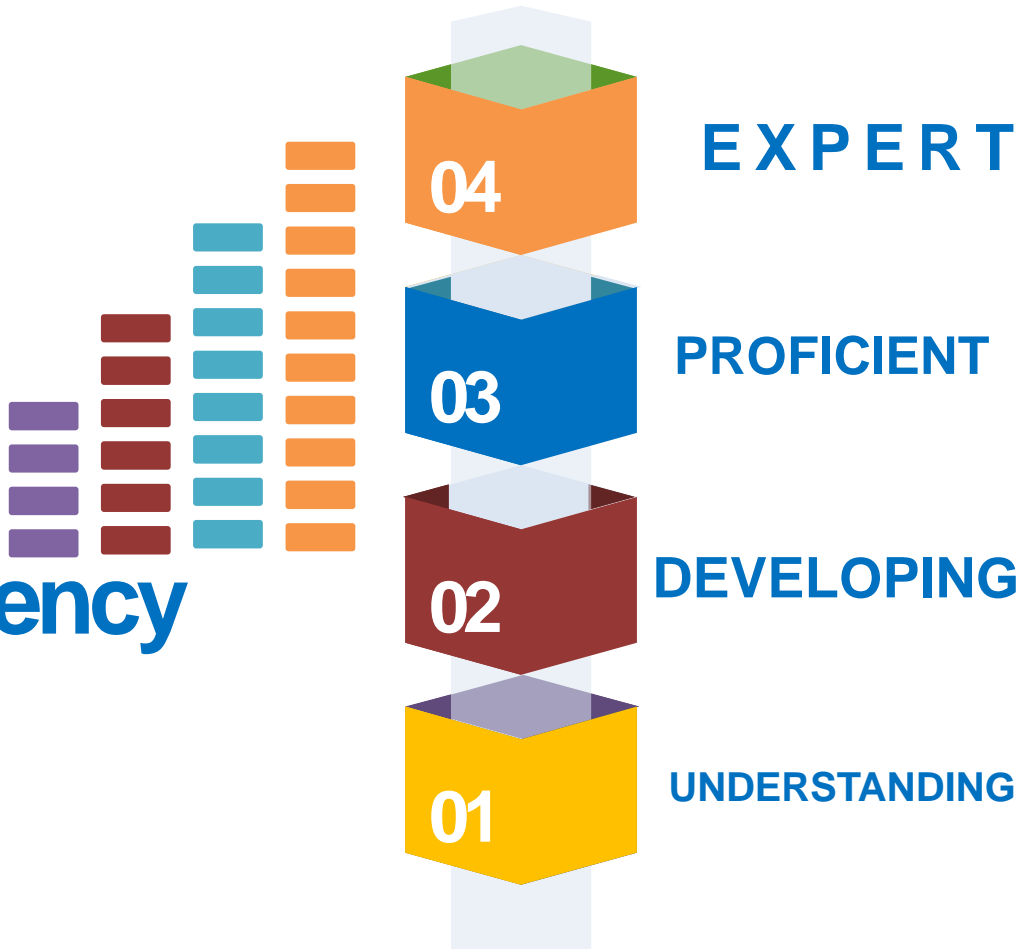
Socio Cultural Competency

- Under Development



Competency Level

**Competency
Level**

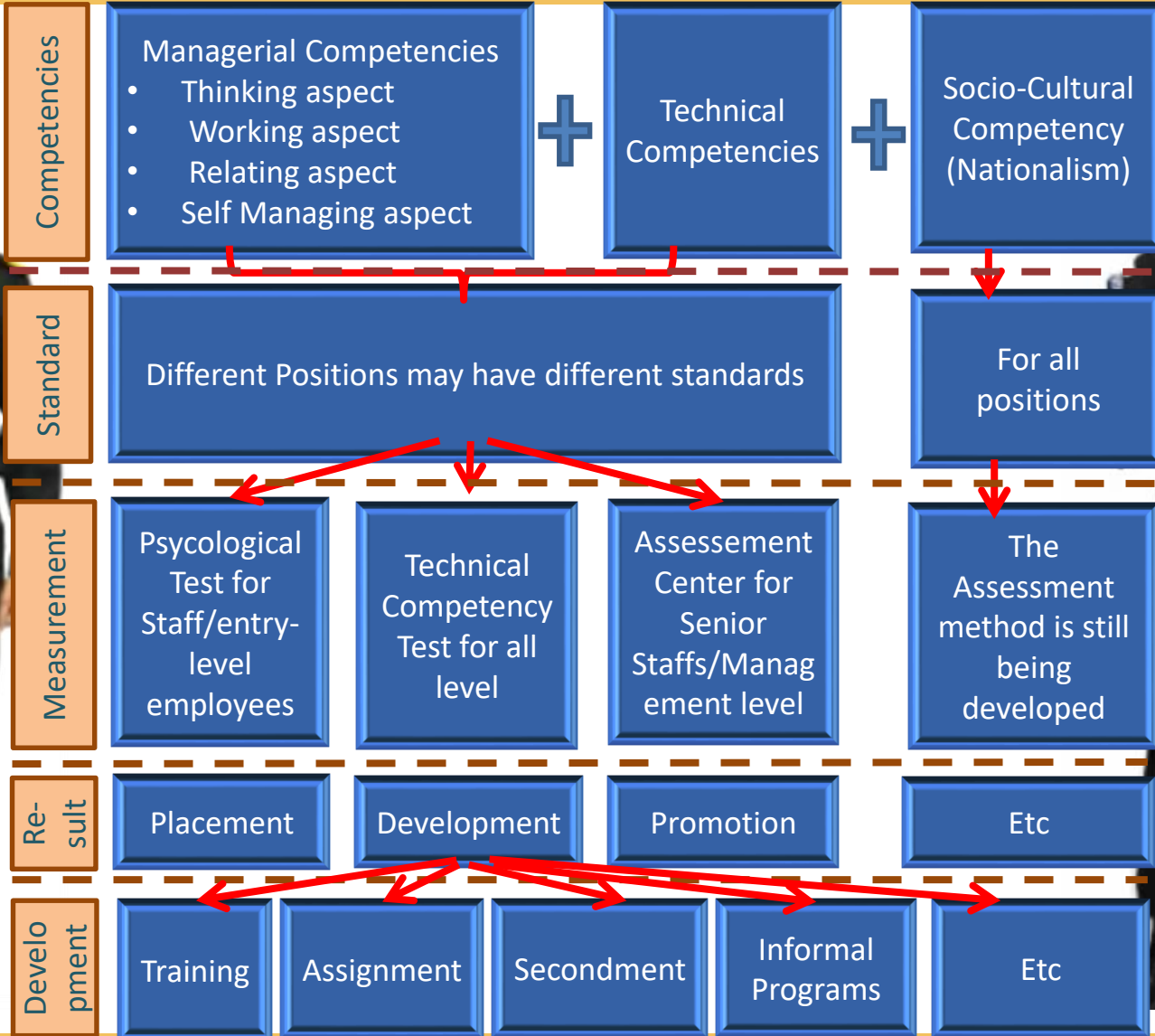




Assessment Report



Conclusion





Thank You