

**ANALYSIS THE EFFECT OF IMPLEMENTATION OF HR  
COMPETENCY CERTIFICATION ON PERFORMANCE OF HOTEL  
EMPLOYEES (CASE STUDY ON HOTEL STAR IN BERASTAGI TOWN  
AT KARO DISTRICT)**

**ABSTRACT**

For hotels, competence is important, especially for star hotels, where competence itself is part of the concept of human resource development. Development of good human resources of course through the strategic steps contained in the business plan. This study aims to determine the effect of human resource competency certification implementation that includes knowledge, skills and attitudes and work experience on employee performance at Starred Hotel in Berastagi City of Karo Regency. The population in this study is all employees who have joined the certification in the field of Food and Beverage Service at Star Hotels in Berastagi City amounted to 54 employees. So the sampling method used by the census, the total population can be used as the number of samples in this study, so the sample is determined by 54 people. Types of Data presented are in Quantitative method. Technique of data collecting by questionnaire, interview and documentation. Data analysis using simple linear regression analysis with problem formulation whether the implementation of competency certification have a significant effect on employee performance at Starred Hotel in Berastagi City ?. The results showed that the dimension of the implementation of competence (Knowledge with tcount of 2.210 and pvalue = 0.032 with significant test proofing then Skill obtained tcount value of 2.852 and pvalue = 0.006, Behavior with significant test proof then obtained valueptcount value of 2.434 and = 0,019 and work experience from test result significantly where value value 0,009 and have tcount = 2,715) have a significant effect to the improvement of employee performance at Star Hotel in Berastagi City. This can be proved from the result of comparison between value pvalue of each competence variable with employee performance, where obtained value pvalue each variable  $\leq 0,05.\alpha$  Suggested to the head of Star Hotel company in Berastagi City. in order to improve the competence of employees, by doing training and training in order to improve knowledge and skills to employees in the future .

***Keywords: implementation, competence, employee performance***