

## **ABSTRACT**

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# **THE INFLUENCE OF WORK COMPETENCE TOWARDS EMPLOYEE PERFORMANCE IN TROPICAL ROOFTOP MEDAN**

(xvi+63 pages; 6 figure; 23 tables; 8 appendices)

Tropical Rooftop as the name implies is located on the 7th Floor of the Deli Hotel Medan. At this time, employees who work at Tropical Rooftop experience a decrease in performance which can be seen from the frequent absenteeism of employees.

A competency framework is considered a fair and transparent system of performance and development management. However, competency frameworks need to be updated regularly as jobs constantly change to meet fluctuating business needs. Some managers consider the system unwieldy and overly complex while stifling individuals' creativity and initiative.

Quantitative research with a descriptive and causal study is used to analyze the sample of 34 employees. The respondents are employees of Tropical Rooftop are taken using nonprobability sampling criteria using saturated or called census sampling.

The distribution of the questionnaires conducted has passed the validity and reliability test. The data tested also passed the normality test, multicollinearity, heteroscedasticity, and multiple linear regression test. From the hypothesis test with the results of the t-test ( $9.313 > 2.039$ ) that competency affects employee performance at Tropical Rooftop.

It can be recommended to Tropical Rooftop, needs to better equip employees with knowledge of the various menus available so that they are better able to explain to customers also necessary to foster an attitude of cooperation between employees so that employees can help colleagues who have difficulty in carrying out their work.

**Keywords: work competence, employee performance**

References: 39 (2016-2020)

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### **PENGARUH KOMPETENSI KERJA TERHADAP KINERJA**

#### **KARYAWAN DI TROPICAL ROOFTOP MEDAN**

*(xvi+63 halaman; 6 gambar; 23 tabel; 8 lampiran)*

*Tropical Rooftop sesuai dengan namanya terletak di Lantai 7 Deli Hotel Medan. Pada saat ini karyawan yang bekerja di Tropical Rooftop mengalami penurunan kinerja yang terlihat dari seringnya absensi karyawan.*

*Kerangka kompetensi dianggap sebagai sistem kinerja dan manajemen pengembangan yang adil dan transparan. Namun, kerangka kompetensi perlu diperbarui secara berkala karena pekerjaan terus berubah untuk memenuhi kebutuhan bisnis yang berfluktuasi. Beberapa manajer menganggap sistem ini berat dan terlalu rumit sementara menghambat kreativitas dan inisiatif individu.*

*Penelitian kuantitatif dengan studi deskriptif dan kausal digunakan untuk menganalisis sampel sebanyak 34 karyawan. Respondennya adalah karyawan Tropical Rooftop yang diambil dengan menggunakan kriteria nonprobability sampling menggunakan sampling jenuh atau disebut sensus sampling.*

*Penyebaran kuesioner yang dilakukan telah melewati uji validitas dan reliabilitas. Data yang diuji juga lolos uji normalitas, uji multikolinearitas, heteroskedastisitas, dan uji regresi linier berganda. Dari uji hipotesis dengan hasil uji  $t$  ( $9,313 > 2,039$ ) bahwa kompetensi berpengaruh terhadap kinerja karyawan di Tropical Rooftop.*

*Dapat direkomendasikan kepada Tropical Rooftop, perlu lebih membekali karyawan dengan pengetahuan tentang berbagai menu yang tersedia sehingga lebih mampu menjelaskan kepada pelanggan juga perlu menumbuhkan sikap kerjasama antar karyawan agar karyawan dapat membantu rekan kerja yang kesulitan dalam melaksanakan pekerjaan mereka.*

*Kata kunci: kompetensi kerja, kinerja pegawai*

*Referensi: 28 (2016-2020)*