

# UNIVERSITAS INTERNASIONAL BATAM

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## ***FACTORS THAT INFLUENCE HR PRACTICE INNOVATION AS WELL AS THE IMPACT ON SERVICE AND QUALITY OF KOREAN RESTAURANTS***

**Meliana**  
**NPM: 1641264**

### **ABSTRACT**

This study aims to analyze the effect of innovation on employee performance. Factors that influence HR innovation and the impact on service and quality of performance for employees are recruitment and selection as independent variables which include (Recruitment and selection), awards (Remuneration and rewards), training, career development, involvement (Involvement), and Grievance handling supports the dependent, namely employee performance.

The research was conducted on companies or restaurant businesses with 3 and 4 stars. The population used in this study were taken from restaurants in Batam, particularly Korean restaurants. The sample was collected using questionnaires with 160 respondents and those who met the research criteria were 150 respondents. Then the research was focus on analyzing the effect of independent variables on the dependent variables.

The results showed that Career Development, Involvement, and Grievance Handling explained that these variables had an effect on employee performance. Other independent variables such as Recruitment and Selection, Training, Remuneration and Rewards explain that these variables have no effect on employee performance.

**Keywords:** *Recruitment and selectio, Remuneratiaon and rewards, tranning, Career development, Involvement, Grievance handling, Performance employee*