

## **ABSTRACT**

*Certification is one of the employee's competence development efforts. Someone who certified means declared competent in carrying out its duties in accordance certification. A person who is running out the functions of sales and has completed the Sales Operation certification, is expected to have competence over someone who runs a sales function but have not been certified. With a higher level of competence that is expected to make sharing knowledge with others, so as to accelerate equalize the level of competence that could ultimately accelerate the achievement of sales targets. In its implementation, has never done an evaluation of the competence of the employees who have been following the certification of the charter, if different from the competence of employees who have not followed the certification. So that knowledge sharing can not be optimized.*

*This research was conducted in the Telkom Regional with a job description, employee population that are directly related to sales indihome. The population is divided into two sub-populations that group has not been certified and certified group. The sampling method used was stratified random sampling with a sample size of each group was 33. Based on test results of the second homogeneous groups using Chi-square and Kolmogorov Smirnov is seen that both homogeneous group.*

*The results of this study show that in the description of the competence level sales employees who have not followed the certification of Sales Operations at advanced level, while sales competency level of employees who have attended certification Sales Operation at the level of experts. The difference proved by Mann Whitney test statistics that show the value of  $p < 0.05$ , which means there are significant differences between the two groups.*

**Keywords:** *Certification, Competence, Performance, Comparison*