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by Seffianidwiazmi@gmail.com 1

Submission date: 28-Aug-2024 05:41AM (UTC-0400)

Submission ID: 2439550381

File name: PUBLIKASI_MSJ174_1_.pdf (159.43K)

Word count: 4789

Character count: 27550

Performance Review of Housekeeping Room Attendant in Hotel Puri Garden Semarang

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Abstract

This study assesses the efficiency and effectiveness of the room attendants working in the housekeeping department at Hotel Puri Garden Semarang. The cleaning department plays a crucial role in upholding the cleanliness standards of the hotel and has a substantial impact on client satisfaction and the hotel's reputation. The study examines the elements that influence the performance of room attendants, with a particular focus on the impact of technological improvements, environmentally friendly practices, and staff well-being. Data were gathered using a qualitative descriptive approach, employing interviews, questionnaires, documentation, and direct observation. The results emphasise the significance of directly observing, obtaining feedback from guests, conducting frequent performance evaluations, and utilising staff surveys to evaluate and enhance the performance of room attendants. Analysis of performance data uncovers trends that suggest operational inefficiencies and shortcomings in training. The study emphasises the importance of thorough performance assessments in order to identify areas for development and conduct focused training interventions. Suggested areas for further research encompass investigating the enduring effects of adopted improvement methods, examining the correlation between staff happiness and performance outcomes, and analysing the role of technology in optimising housekeeping operations. The study asserts that adopting a multidimensional strategy is crucial in improving the efficiency and effectiveness of room attendants, which in turn results in increased visitor satisfaction and improved hotel performance.

Keywords : Hotel, Housekeeping, Human Resource

Received : July 21, 2024 Accepted : August 25, 2024
Revised : August 15, 2024 Published : August 27, 2024

Citation :
N.T Azzaki, et al. 2024. Performance Review of Housekeeping Room Attendant in Hotel Puri Garden Semarang. *MSJ: Majority Science Journal*, 2(3), 78-84

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1. Introduction

The housekeeping department, which is often referred to as the room hygiene officer, provides an essential service in the hospitality industry and holds a position of the utmost significance (Alcalde-González, 2021; Wijoyo, 2023). Both the overall reputation of the company and the experience that visitors have with the organisation are significantly influenced by them. Not only are these specialists responsible for cleaning rooms on a regular basis, but they also have the important responsibility of ensuring that guests are provided with the highest possible level of comfort and safety throughout their entire stay (Ambardar, 2023). It is of the utmost importance to acknowledge that the level of service provided by the room hygiene officer has a considerable impact on the level of satisfaction experienced by guests, the online reviews that the hotel receives, and ultimately, the percentage of guests who select to stay at the facility (Adhistyo et al., 2021; Ahmad, 2019). As a result of the ongoing technological breakthroughs and the ever-increasing demands of customers, the standards for cleanliness and service quality in the hospitality business are always being updated. Innovations such as autonomous cleaning robots, sophisticated sensors, and applications of



artificial intelligence are increasingly being utilised by household operations in order to improve the efficiency and uniformity of their service. In spite of this, the human element continues to be of utmost importance, particularly in the field of personalising services and engaging directly with clients (Alsharari, 2020; Anabila, 2022).

There is a gradual acceptance of steps by modern hotels to decrease their impact on the environment, and many hotels are also placing an emphasis on the health and happiness of their staff members (Ho, 2022; Jawabreh, 2022). This is a positive development. As the routine continues to expand, it is becoming increasingly important to incorporate activities such as the use of cleaning solutions that are friendly to the environment, the implementation of waste reduction strategies, and the pursuit of improving energy efficiency. In recent years, these approaches have become increasingly important (Huo, 2021). The purpose of investing a significant amount of money in extended training programmes and employee welfare initiatives is to improve job performance while simultaneously boosting employee satisfaction and loyalty (Hagabimana, 2021; Nguyen, 2019). To improve the health and happiness of the workforce is the purpose of these activities. When all of these considerations are taken into account, the evaluation of the performance of the room hygiene officer becomes the most important thing in the world. Comprehensive performance assessments are helpful tools that may be used to identify areas that need improvement, provide specialised training interventions, and adopt actions that are aimed at boosting the efficiency and quality of service (Putri, 2020). Each of these things can be accomplished through the use of these evaluations. The aforementioned are all items that are attainable through the utilisation of such evaluations. In light of the fact that this is the situation, the purpose of this conversation is to conduct an analysis of the multiple aspects that impact the efficiency of hotel room hygiene officers. The inclusion of technology, the creation of regulations that are accountable for the environment, and worries over the well-being of employees are all examples of characteristics that fall under this category. In addition to that, it will offer recommendations that can be used to improve the chances of success in the future (Lim et al., 2020).

The housekeeping department is of utmost importance in the hotel sector, since it plays a crucial role in guaranteeing client contentment and upholding the hotel's standing. The duties of housekeeping staff go beyond simple cleaning tasks and include a variety of functions that help improve the overall efficiency of operations and enhance the experience of guests (Sharma, 2021). The main responsibilities of the hotel staff are to uphold sanitation and hygiene standards, maintain the cleanliness and upkeep of guest rooms and public areas, and create a comfortable and well-equipped atmosphere for guests (Wijoyo et al., 2021). This entails performing routine duties such as vacuuming, dusting, replacing bedding, and sanitising surfaces on a daily basis. Housekeeping is responsible for overseeing laundry services, which involves washing linens, towels, and uniforms. Effective management of inventory for cleaning supplies, guest amenities, and other housekeeping-related things is crucial for meeting guest requirements and ensuring smooth operational flow (Chen, 2022). The housekeeping crew plays a vital role in discovering and reporting maintenance concerns promptly to maintain hotel standards and prevent guest complaints. In addition, they personally engage with guests, addressing their demands and delivering courteous and fast service, thereby greatly improving passenger satisfaction (Tavitiyaman, 2022). Contemporary housekeeping departments are progressively embracing sustainable methods, including the utilisation of environmentally-friendly cleaning chemicals and the implementation of waste reduction programmes, in order to attract environmentally-conscious customers. Housekeeping supervisors have the responsibility of educating and developing staff members. They also ensure that all team members maintain the hotel's standards and possess knowledge about cleaning techniques and technologies (Bondarenko, 2020). Ensuring health and safety compliance is a crucial duty, which involves adhering to appropriate cleaning standards and safely managing dangerous chemicals. Housekeeping facilitates hotel operations by collaborating closely with other departments, enabling smooth coordination and communication to fulfil guest expectations and address any emerging concerns. Housekeeping is essential for the efficient functioning of a

hotel, as it ensures that high standards are maintained and works along with other departments to provide visitors with a pleasant and memorable experience (González, 2024).

The capability of an individual to work and perform in an efficient manner is one definition of performance. Another definition of performance is the successful completion of specific objectives, the attainment of measurable goals, or the ability to work (Foy, 2019). Performance is defined as the degree of accomplishment that an employee accomplishes in terms of the work outputs that they generate while carrying out their assigned tasks and responsibilities (Sari et al., 2019). Performance is measured by the accomplishments that an employee generates (Altınay et al., 2019). When evaluating performance, it is possible to take into account both the quality and quantity of the work that is produced. When referring to an individual's accomplishments at their place of employment, the term "performance" is used to describe the outcomes that they achieve. The term "performance" refers to the outcomes and actions that are carried out within a specific time period while simultaneously satisfying the tasks and obligations that have been given to one within that time frame (Nthebe et al., 2020).

This study aims to evaluate the effectiveness of Room Attendants who are employed in the Housekeeping department at Hotel Puri Garden Semarang. Additionally, the study will investigate the factors that are contributing to the lacklustre performance of Room Attendants in the Housekeeping department at Hotel Puri Garden Semarang. The goal of this study is to evaluate the effectiveness of Room Attendants, taking into consideration the background information that was presented before. It is predicted that both of these goals will be accomplished through the process of analysing the data that has been gathered.

2. Method

For this particular inquiry, a qualitative descriptive technique was adopted as the means of data collection. In qualitative descriptive research, the researcher is not required to engage in any of the aforementioned activities, in contrast to the 'interpretive description' research, which requires the researcher to conduct an in-depth analysis or investigation of the data (Creswell, 2023). To accomplish the goals of this investigation, a qualitative approach is applied for the purpose of collecting and analyzing the data that was gathered (Marshall et al., 2022). The purpose of this research project for the final project is to evaluate the effectiveness of Room Attendants who are employed in the Housekeeping department and to identify the reasons that contribute to the bad performance of these individuals. In order to achieve the objectives of the study that were indicated before, the researcher employed the qualitative descriptive methodology. For the sake of this particular research activity, the methods of data collection that were utilized include interviews, questionnaires, documentation, and observation. Some of the important pieces of equipment that are required for this purpose are observation guides, questionnaire guides, interview guides, recording devices, cameras, and writing tools. These essential pieces of equipment are required for this reason. When performing qualitative research, the researcher themselves act as the primary instrument, with the support of a camera and a tape recorder for the goal of data collection. This is done in order to acquire information. A wide variety of responsibilities fall under the purview of the researcher while qualitative research is being carried out. These responsibilities include, but are not limited to, planning, carrying out, collecting, analyzing, and interpreting data prior to reporting the findings of the research.

3. Results and Discussion

In order to evaluate the effectiveness of the room attendants who are employed in the housekeeping department of a hotel, it is feasible to make use of a number of different methods. Direct Observation and Performance Evaluation, in the first place, means carefully observing room attendants while they carry out their responsibilities, meticulously noting their speed, precision, and adherence to preset standards via the use of a standardised checklist. This is done in order to ensure that the room attendants provide the best possible service. This approach helps supervisors to find areas that may need improvement and enables them to take suitable action by offering immediate and up-to-date observations on their performance.

This technique also enables supervisors to take appropriate action. It is possible for the management of the hotel to see the room attendants doing their jobs in order to guarantee that the tasks are being carried out in a competent manner and in line with the standards that have been established. Additionally, since workers are aware that their work is being constantly monitored, this method encourages them to take responsibility for their work, which in turn boosts productivity.

Additionally, the hotel is able to collect feedback from customers by means of questionnaires or surveys that are distributed to consumers. This enables the hotel to obtain information regarding the cleanliness of the rooms that the visitors are staying in as well as the quality of the service that they are experiencing. This has resulted in the hotel being in a better position to identify areas in which it has room for improvement, which is a consequence of this. For the reason that it provides a first-hand description of the experiences that members of the hotel's customers have had, feedback from visitors is of the utmost importance. Getting feedback from guests is really crucial for a variety of reasons, and this is just one of them. By going through the process of assessing this input, the management is able to determine which elements of the housekeeping service may require additional attention in the future. This category encompasses a variety of facets, each of which might be deemed to fall under its many categories. Concerns over the quality of the cleaning standards or shortcomings in the quality of customer service are two examples. It is possible for hotels to demonstrate their commitment to providing a high-quality experience for their visitors if they actively seek out feedback from their guests and respond to it within a reasonable amount of time. Additionally, hotels are able to alter their housekeeping operations in accordance with the feedback they get.

Regular Performance Reviews, which can be carried out on a weekly or monthly basis, make it possible to evaluate the performance of both individuals and teams by using a range of indicators, such as criteria for speed, punctuality, and cleanliness at regular intervals. These reviews can be carried out on a weekly or monthly basis. The frequency of these reviews can be set at either once per week or once per month. Both once a week and once a month are viable options for the frequency of these reviews, which can be selected respectively. The goal of these evaluations is to serve the purpose that was described before, which is to provide managers with planned occasions to evaluate the productivity of their room attendants and to propose constructive recommendations for improvement within the organisation. In addition, the reviews are meant to serve the purpose of delivering information to the audience. Through the establishment of a consistent schedule for performance evaluations, hotels are able to guarantee that flaws and faults are addressed and resolved in a more timely manner. Hotels are able to ensure that they are improving their services as a result of this. As an additional benefit, hotels are able to provide their employees with clearly articulated goals and expectations for their work when they implement this schedule. Furthermore, performance assessments allow the opportunity to recognise and recognise exceptional performance, which in turn motivates room attendants to consistently provide service of the best possible quality while they are working.

It is of the utmost importance to carry out exhaustive Employee Surveys and Interviews in order to identify the causes that are responsible for the mediocre performance that is displayed by room attendants in the housekeeping division. Room attendants may provide management with useful insights into their experiences, issues, and opinions inside the workplace if they are given the opportunity to participate in one-on-one interviews and comprehensive surveys that are designed to gather information from them. The inclusion of particular enquiries concerning the quality of training, the management of workload, the availability of resources, the amount of managerial assistance, and the impediments encountered during the execution of duties is absolutely necessary in order to discover the underlying issues that influence performance. Through the application of these insights, a solid basis is established for addressing any new challenges that may arise and for putting into action measures that are specifically geared at boosting the department's overall efficiency and effectiveness. As a consequence of this, the utilisation of Employee Surveys and

Interviews plays a crucial role not only in determining the fundamental reasons behind poor performance but also in fostering a culture of continual growth and advancement within the housekeeping department. Organisations are able to proactively address performance concerns and foster a work climate that encourages continuous learning and development among their staff by utilising this methodical approach.

For the purpose of gaining a full understanding of the numerous aspects that influence the effectiveness of room attendants in the hospitality business, the analysis of performance data is a methodology that is both important and pivotal. This strategic approach involves doing a comprehensive analysis of important indicators, such as the amount of time it takes to turn over rooms, the number of rooms that are cleaned during each shift, the number of guest complaints that have been recorded, and the percentage of rooms that require more work. It is possible for supervisors and managers to identify recurrent patterns and emerging trends via the utilisation of this systematic evaluation procedure. These patterns and trends have the ability to function as early indications of potential impediments connected to performance. Instances in which there are persistent delays or an increase in the frequency of errors in particular activities may be indicative of underlying operational inefficiencies or shortcomings in the training methods, which calls for immediate corrective steps to be taken. The utilisation of performance data provides decision-makers with the tools necessary to make well-informed choices that are founded on concrete evidence, thereby providing the framework for targeted interventions that are aimed at improving overall performance outcomes. Not only does this approach to decision-making, which is based on empirical facts, improve operational efficiency, but it also makes it easier to build individualised plans that are able to successfully handle certain performance difficulties.

When it comes to discovering the key issues that contribute to the terrible performance displayed by room attendants, the process of collecting and assessing feedback from customers is believed to be of paramount importance. For the purpose of identifying common complaints or recurring issues that may indicate underlying challenges, it is necessary for management to engage in a systematic approach to gather and evaluate feedback from guests regarding the cleanliness of accommodations and their overall satisfaction with the housekeeping services that are provided. This is necessary in order for management to identify common complaints or recurring issues. It is possible to analyse the efficiency of housekeeping operations and the conduct of staff members by studying the perspectives expressed by visitors. This can provide valuable insights into the success of these approaches, which can be used to evaluate the effectiveness of housekeeping operations. Not only does fixing the issues that have been brought up by customers greatly improve the degree of pleasure that they experience, but it also plays a large role in enhancing the performance of room attendants (which is a significant part of the overall improvement). In order to achieve this goal, it is necessary to address the underlying causes of dissatisfaction and to put into action the relevant remedial steps. This procedure has the ability to result in a housekeeping operation that is more efficient and effective, which in turn leads to higher levels of guest satisfaction and increased performance by room attendants. At the end of the day, the feedback loop that is formed through this process has the potential to result in this.

4. Conclusions

A technique that is multidimensional and encompasses a broad variety of different approaches is required in order to perform an evaluation of the efficiency of room attendants who are employed in the housekeeping department of a hotel. In conclusion, this evaluation must be carried out in order to determine how effective the room attendants are. This is due to the fact that the evaluation will be carried out in order to provide an accurate assessment of the effectiveness of the room attendants. A number of key tactics can be utilised when it comes to analysing performance and establishing the regions in which adjustments are required. These strategies can be used to determine the areas in which adjustments are required. Direct observation, the collection of feedback from guests, regular performance evaluations, staff surveys, and the analysis of performance data are some of the approaches that are included

in this category. Other ways include frequently conducting performance reviews. The implementation of these approaches has the potential to provide management with valuable information regarding the performance of room attendants, which is something that management might potentially profit from. Therefore, this enables management to take preventative measures in order to address issues and increase overall efficiency and effectiveness. This, in turn, makes it feasible for management to take preventative measures. As we move forward, it is possible that future study may analyse the effects that the implementation of improvement measures identified through performance evaluation will have over the course of a longer period of time. This is something that is doable. Additionally, it is conceivable that additional insights into the optimisation of housekeeping operations may be revealed when doing research into the influence that employee happiness and engagement have on performance results. This study will be conducted during the course of the investigation. Additionally, the evaluation of the effectiveness of various training and development programmes that are designed to target certain performance gaps could contribute to the refinement of ways for improving the performance of room attendants. All of these programmes are designed to address specific performance gaps. These courses are intended to fill in particular performance gaps that have been identified. In conclusion, it is crucial to do additional research in the context of practices within the hospitality sector in order to analyse the role that technology plays in the process of optimising housekeeping procedures and increasing performance measures. This is especially important in the context of the hospitality industry. Hotels have the ability to continuously improve their housekeeping operations if they continue to conduct research in these areas. This will, in turn, lead to an increase in the level of pleasure that their clients experience, as well as an improvement in the overall economic performance of the hotels.

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