

Job Performance Apprenticeship in Housekeeping Department: An Implementation of Competency-Based Assessment Model

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Abstract: The purpose is to implement the model of competency-based assessment on job performance of industrial practice in Housekeeping Department. The Specific targets of are implementation, competency achievement, and the quality competency-based assessment on job performance of industrial practice in Housekeeping Department. This research used descriptive method with the approach of Research and Development. This research covers Preliminary Studies, Model Development Phase, and Model Validation Test Phase. Research subject consists of student as participant, internal, and external examiner. Data is collected through interview, observation, and competency test. Data analysis research is conducted according to procedure and characteristic from the finding of data research. The findings show that the model of competency-based assessment that was implemented excels cover the preparation phase, process and result according to the Hotel Standard Operating Procedure. The evaluation phase refers by the internal and external evaluator shows that the competency achievement of participants is according the standard hotel performance which is all of them achieved competency. This model possesses a good quality analyzed from the result of interrater reliability test which is proved by the average score of Cronbach alpha of 0.8962 that is higher than the minimal reliability of 0,6.

1 INTRODUCTION

Globalization is a huge challenge to the education world, specifically to the increase of Home Economics graduate quality of Universitas Pendidikan Indonesia. The graduate profile of this study program amongst them becomes a vocational high school teacher of Hotel Accommodation expertise or a worker in the hotel for Housekeeping Department. To anticipate the global challenge, the education scope has to be able giving the learning experience to their students in the formative process of high level skills. Also provide them the competencies that would be linked and matched with the industry world as stakeholders. Education is an important element in increasing the quality of human resource. However, the situation that happen now has not yet become linier between the educational background and the labour market. In other words, there has not been synchronization between the facilitator of education and the facilitator of working field (Rofaida, 2013).

Student's experience is acquired from the housekeeping courses. The purpose of this courses

is preparing the students to become a teacher candidate of Hotel Accommodation expertise which is also as a professional room attendant. The courses of housekeeping prepare the students in the aspect of affective, cognitive, and psychomotor, such as how to prepare the guest room. One of the skill to prepare it is turn down service aspect. Turn down service has very strong relations with the wish of the hotel's guest, where a room attendant has to give their best service, because it could increase the quality of the hotel itself. In accordance with the research result of Thomas and Murat (2008)"... by giving the best service to every customer, it will leave a great impression for the hotel". Through this practice the students will be prepared as a competent room attendant.

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prepare it is turn down service aspect. Turn down service has very strong relations with the wish of the hotel's guest, where a room attendant has to give their best service, because it could increase the quality of the hotel itself. In accordance with the research result of Thomas and Murat (2008)"... by giving the best service to every customer, it will leave a great impression for the hotel". Through this practice the students will be prepared as a competent room attendant.

Implementation from the link and match policy of Home Economics Study Program is the internship program for the students in the hotels and it is called the Industrial Practice. This internship program that has been implemented today needs to be renewed, so the industry and college could acquire the same benefit, because nowadays there is an impression that those advantages only received by the interns and the colleges while the industry received the disadvantages form it (Eka, 2018).

In response to the need of optimizing the industrial practice of housekeeping department, Home Economics Study Program should apply the competency-based assessment model through job performance in this program. Housekeeping department has duty and responsibility not only in preparing the room, but also preparing for all the area of the hotel, whether it is on the inside or the outside area of the hotel like, rooms, rented area, parking area, garden, swimming pool, and other facilities in the hotel. Through this model the gap between the student competencies and industrial demand would be imminent. An important reason for the popularity of the concept of competence is the expectation held by many stakeholders in the VET field that the gap between the labour market and education can (and will) be reduced through competence-based education (Biemans, et al., 2004).

Housekeeping department covers several sections, which are: public area, room section, laundry, linen and uniform, florist, health and recreational. Housekeeping department has the duty and responsibility in keeping the cleanliness, tidiness, beauty, and comfort of all those areas and provide the others supporting facility (Wulanto and Hadi, 2014). Competency achievement of the students' needs to be measured through performance assessment which is a very effective evaluation instruments to portray the process, activity, or work method through the observations while the students performing the practice.

Competency achievement of students as an intern in housekeeping department needs to be evaluated through the performance assessment. Their

performance is judged by the internal and external examiners. Therefore, the competency of the students is in accordance to the hotel standard. The appliance of performance assessment in the debriefing and performing the internship or industrial practice would increase the student abilities. The students would work more active, collaborative, and cooperative, also able to participate in evaluating their development. In accordance to Palm (2008), he said that performance assessment has the edge of measuring the skill comprehensively by considering the competence and knowledge that is needed today. Performance assessment demands the students to realize the real duty that represents the whole performance that will be assessed, like preparing the tools, using or crafting the tools, writing data, analyzing and concluding data, designing report and so forth (Uno, 2012). As a part of learning, assessment is a periodic checks on learning will provide the feedback for the student of their strength and weaknesses occur within their learning progress. Cumulative assessments for learning will show progress – or lack thereof – over time (Ross, et.al, 2012).

Performance Assessment with the proper indicator from standard operating procedure will ease the examiner for acquiring more valid and objective data form the test taker. The evaluation instruments is needed in every learning process to acquire the information of achieved purpose target (Miller, 2012). Jubaedah (2009) in her research stated that instrument of evaluation in practice using test in the form of working covers preparing, working process, and result stage that has been appropriated with the National Standard Competency.

Model of Competency Based Assessment on Job Performance of Industry Practice in Housekeeping Department is the measuring tools to fulfill the demand of Hotel Standard Operating Procedure that can be referred by the internal – mentor/lecturer from the university, and the external – mentor from the hotel. The aim is the student work competency achievement could be recognized from the hotel or stakeholders. It will implied on the quality of graduates. The hotel standard operating procedure or SOP is made in an attempt to create a limitation from the department works. Therefore, every employee of the hotel can be the referral for work. The SOP of Housekeeping needs to be the reference for the job performance in housekeeping department industrial practice.

2 RESEARCH METHOD

Research approach that is used to answer the research problem that has been formulated in this research is Research and Development (R&D). Steps of Research and Development in this research cover three phases, which are: (1) Preliminary Studies, (2) Model Development and (3) Model Validation (Sukmadinata: 2005).

This research was conducted in the instituted department where the industrial practice was being held in a Hotel of Bandung City; with the subject consist of the students and the hotel and external advisors. In the preliminary studies the following technique was chosen. They were an interview, an observation and documentation study. These technique as a basic to decide the hotel that is chosen as the place to implement the Model Competency-based Assessment on Job Performance of Industrial Practice in Housekeeping Department.

On the phase of model development, the instrument test was performed as evaluation of job performance for turn down service practice according to SOP of Housekeeping. The approach is Competency-based Assessment in Housekeeping Department in Kota Bandung Hotel as the institution couple of Home Economics. It cover a limited test and wider test so it produces model that is ready to be validated.

On the validation phase, competency-based assessment model on job performance of industrial practice in Housekeeping Department is implemented through internal and external examiner. To test this model the model is being developed through empirical analysis study test Interrater reliability of evaluation turn down service instrument.

3 RESULT AND DISCUSSION

3.1 Implementation of Competency-based Assessment Model on Job Performance In Housekeeping Department

The result shows that implementation of competency-based assessment model on job performance especially practice of turn down service helps the internal and external examiners when they evaluate the student. Through the easy use of instruments and the indicators is composed in

accordance to Hotel SOP can assist the examiner to give an objective assessment for the student. Every indicator in the evaluation instruments uses an appropriate language that is standardized in the hotel. Therefore, the students feel convenient to use the hotel terms customarily when they perform the industrial practice. The evaluations on the preparation phase of turn down service practice have been explained in detail and complete according to the hotel SOP. The evaluation indicator in the process phase in this practice is easy to be understood by internal and external examiners. Saputra (2015) said that the scope and criteria of evaluation or indicator performance assessment is in accordance to the work phase. The evaluation on the result of turn down service practice is mainly on the appropriate duration. With this duration, the students can finish the turn down service practice accurately and quickly.

3.2 Competency Achievement of Intern 3.1.1 Competency Achievement in Preparation Phase

Competency achievement related to the preparation phase of turn down service indicator is the of self appearance. It shows that the entire intern has done the following procedure, such as:

Table 1: Achieved Competence in the Preparation Phase of Turn Down Service in Self Appearance Indicator

No	Work Procedure	Correct	In-correct	Information
1	Wearing the prepared uniform	√		All interns wore the prepared uniform
2	Hair is tidy	√		All intern hairs were tidy
3	Nails are short	√		All interns nails were short
4	Shoes is always polished	√		All interns shoes were always polished
5	Not Wearing Excessive Accessories	√		All interns wore no excessive accessories
6	Discipline in time	√		All interns were discipline in time
7	Not wearing excessive perfume	√		All interns wore no excessive perfume
8	Wearing clean and tidy clothes	√		All interns wore a clean and tidy clothes

From Table 1, the data describes that all interns meet the indicators which is suitable with standard

operational procedure in Housekeeping Department. This achievement means that the most important factors that has to be fulfil by room attendant, are: using the provided uniform, hair cut short and in order, for women, hair has to be neatly tied, nails has to be cut, and shoes always has to be polished and according to the hotel color, not using excessive accessory and perfume, also wear clean and tidy uniform (Bagyono, 2010).

Competency achievement that related to the preparation of turn down service is the preparing linen indicator. It shows that all interns meet the demand of indicator which is suitable with the hotel SOP (Table 2).

Table 2 :Competency Achievement in the Preparing Linen on Turn Down Service Practice

No	Work Procedure	Correct	In-correct	Information
1	Bath towel	√		All interns prepared bath towel
2	Hand towel	√		All interns prepared Hand towel
3	Face towel	√		All interns prepared Face towel
4	Bathmat	√		All interns prepared Bathmat

Table 2 show that on the preparing linen phase all interns prepared the bath, hand, and face towel, also bathmat as the indicators that in accordance with the Standard Operating Procedure.

Competency achievement that related to the preparation phase of turn down service in the indicator of preparing chemical shows the result as follows:

Table 3: Competency Achievement in ThePreparing Chemical on Turn Down Service Practice

No	Work Procedure	Correct	In-correct	Information
1	Air freshener	√		All interns prepared the Air freshener
2	Go getter	√		All interns prepared Go getter
3	Metal Polish	√		All interns preparemetal Polish
4	Multi-Purpose Cleaner	√		All interns prepared Multi-Purpose Cleaner

Table 3 is indicates that competency achievement of preparing chemical indicator is suitable with hotel SOP. This achievement means all interns prepared Air fresher, go getter, Metal Polish, and Multi-Purpose as one of preparing phase of turn down service practice.

While in table 4, the achievement is related with preparation of cleaning equipment. It shows that all interns worked in accordance to the standard operational procedure. They prepared a carry caddy,

toilet bowl brush, dry cloth, and glass cloth in turn down service practice as an indicator that should be fulfilled.

Table 4: Competency Achievement in ThePreparingCleaning equipmentof Turn Down Service Practice

No	Work Procedure	Correct	In-correct	Information
1	Carry caddy	√		Practitioner prepares Carry caddy
2	Toilet bowl brush	√		Practitioner prepares Toilet bowl brush
3	Dry cloth	√		Practitioner prepares Dry cloth
4	Glass cloth	√		Practitioner prepares Glass cloth

In table 5, the data show that competency achievement is related to preparing Guest Supplies. It describes that all interns perform their practice suitable with the standard operational procedure. However, there are two from eleven indicators that they were not fulfilled it. They didn't prepare the door knob menu and orchid flower.

Table 5: Competency Achievement in ThePreparing Guest Suptlies of Turn Down Service Practice

No	Work Procedure	Correct	In-correct	Information
1	Bath soap	√		All interns prepared Bath soap
2	Shampoo	√		All interns prepared Shampoo
3	Dental kit	√		All interns prepared Dental kit
4	Sanitary bag	√		All interns prepared Sanitary bag
5	Shower cap	√		All interns prepared Shower cap
6	Slipper	√		All interns prepared Slipper
7	Door knob menu		√	All interns did not prepared door knob menu
8	Orchid flower		√	All interns did not prepared orchid flower
9	Guest comment	√		All interns prepared Guest comment
10	Laundry bag	√		All interns preparedLaundry bag
11	Laundry list	√		All interns preparedLaundry list

The result shows all intern are able to perform turn down service practice in the preparation phase with the average achievement percentage of very high. It is because all of the phases are performed in accordance to the hotel SOP. Thus, this condition is in accordance to Bagyono (2010), he said that in before performing room cleaning, a room attendant has to prepare a cleaning equipment, a chemical, a supplies/amenities, and a form.

3.2.2 Competency Achievement in Process Phase

Competency achievement is related to the Process Phase of turn down service practice shows that all interns performed the procedural phase in Table 6. In this table, the majority of the intern performed the 16 work procedure, however only one indicator that they failed to achieved. They did not place the door knob menu and orchid flower because they did not preparing two items in preparing phase practice. The research result shows that in general, all inters are able and understand the practical process of turn down service. In accordance to Darsono (1995) that turn down service is the service that is being given to housekeeping for preparing the guest room. Turn Down service is performed by room attendant in afternoon shift.

Table 6: Competency achievement in Process Phase of Turn Down Service Practice

No	Work Procedure	Correct	In-correct	Information
1	Knock the door, introduce themselves and greeting.	√		All interns knocked the door, introduced themselves and greeting.
2	Turn on the lamp and clean the trash can	√		All interns turned on the lamp and cleaned the trash can
3	Stripping dirty and wet towel	√		All interns stripped dirty and wet towel
4	Move things on the bed	√		All interns moved things on the bed
5	Fold the bed cover tidily and move the pillow	√		All interns folded the bed cover tidily and moved the pillow
6	Fold top sheet or triple sheet, blanket and sheet on the side for 90 degrees.	√		All interns folded top sheet or triple sheet, blanket and sheet on the side for 90 degrees.
7	Tidy the pillow back to its place	√		All interns tidied the pillow back to its place
8	Putting door knob menu and orchid flower on the bed		√	All interns did not out door knob menu and orchid flower on the bed
9	Tidy the things and move them to its proper place	√		All interns tidied the things and moved them to its proper place
10	put the slipper on top of bath mat	√		All interns put the slipper on top of bath mat
11	Refill all the towel and bath room supplies that has been used	√		All interns refilled all the towel and bath room supplies that has been used
12	Drying the bathtub with dry cloth	√		All interns dried the bathtub with dry cloth
13	Cleaning toilet bowl using toilet bowl brush	√		All interns cleaned toilet bowl using toilet bowl brush
14	dusting the furniture so it stays clean	√		All interns dusted the furniture so it stays clean
15	Re-check and close the net curtain	√		All interns re-checked and closed the net curtain
16	Turns off the light	√		All interns turned off the light
17	Lock the room and fill the room attendant report	√		All interns locked the room and filled the room attendant report

3.2.3 Competency Achievement in Result Phase

Table 7 described the competency achievement in relation to the Result Phase of Turn down Service practice. It showthat all interns has done the procedural phase as follows

Table7: Competency Achievement of Result Phase in Turn down service Practice

No	Work Procedure	Correct	In-correct	Information
1	Make Sure the bed has been turn down tidy.	√		All interns convinced that the bed has been turn down tidy
2	Make sure the bed cover has been folded and put in the wardrobe	√		All interns convinced that the bed cover has been folded and put in the wardrobe
3	Make sure that the guest's belonging are put in the proper place	√		All interns convinced that the guest's belonging are put in the proper place
4	Duration is within 10-12 minutes in performing turn down service	√		All interns worked in duration is within 10-12 minutes in performing turn down service

Competency in The Process Phase of Turn Down Service practice are achieved. It shows that all interns performing is in accordance to the standard operating procedure. They convinced that the bed has been turned down neatly, the bed cover is tucked and put in the wardrobe, all of the guest's belonging is in proper place so the room looked more tidy. They performed it within the duration to 10-12 minutes. There are several thing that has to be right after the turn down service: making sure bed has been turned down neatly, making sure bed cover is tucked and put in the wardrobe, making sure all of the guest's belonging is in proper place so the room looked more tidy. Room attendant only has 5-6 minutes in performing the turn down service, in general the result shows that practitioner are capable and understand the process of turn down service practice (Rumekso, 2004).

According to the competensy achievement of job performance in turn down service practice in housekeeping department, the percentage of the whole interns reached to 100 %competences. They were called competent that based on test results by internal and external examiners. The results showed that of the achievement of the competence were analyzed from each intern score. Their score reached more than 75 after it was converted to 100 by external and internal examiner. It concluded that

the entire interns is declared a competent according to hotel SOP.

3.3 Interrater Reliability Test

The inter rater reliability test of the implementation of competency-based assessment on job performance of turn down service practices in Housekeeping Department, acquired the averaged of alpha Cronbach score in overall of 0,8962. The Cronbach Alpha scores received is above the minimal reliability of $\geq 0,6$. Thus, it can be concluded that competency-based assessment on job performance of turn down service in Housekeeping Department has good reliability.

4 CONCLUSIONS

Competency-based assessment model on job performance of industrial practice which is implemented in housekeeping department includes the preparatory stage, processes and results according to hotel standard operating procedures. Assessment stage referring to a job performance of turn down service practice in housekeeping department that implemented by an internal and external examiner show the competency achievement is in accordance with hotel performance standards. All the interns was expressed as a competent. This model possessing good qualities that have been analyzed from the results of the interrater reliability test with a value of Cronbach alpha is 0.8962. The result of this research can be used as a reference in provision and actuation of the industrial practice in housekeeping department.

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