

The Use of Polisher Machine on the Floor Cleaning Practices in Housekeeping Department: Implementation of Performance Assessment

Nenden Rani Rinekasari¹, Sri Wahyuningsih², Yoyoh Jubaedah³, and Neni Rohaeni⁴

¹*Home Economics Study Program, Universitas Pendidikan Indonesia, Bandung, West Java, Indonesia*

nenden.rani@upi.edu

Keywords: Implementation, performance assessment, polisher machine, cleaning floor practices, housekeeping department.

Abstract: The implementation phase of performance assessment from the use of polisher machine on the floor cleaning practices in housekeeping department is validated by an expert. The study used a descriptive method with 27 students of vocational high school of hotel accommodation expertise as a selected sample. The purpose of this research was to evaluate the student achievement in the use of polisher machine on in floor cleaning practices using the performance assessment that already tested with inter rater reliability. The inter-rater reliability of this performance assessment obtained 0,818 of the value Cronbach alpha. This score indicates that this Performance assessment was well adapted. Research findings showed that the performance assessment included the preparatory, process, and final stages. It was obtained the data that the majority of students have met the criteria of the indicators of this practice. All student achieved a score higher than 75, and it had been declared as a competent student in accordance with the score minimum standard in vocational high school with the hotel accommodation expertise. This study recommends the next research topic to focus measuring the performance assessment efficiency in floor cleaning practice at vocational high school with hotel accommodation expertise.

1 INTRODUCTION

Education in an effort to develop the human potentials that is possessed by every individual, so they could have faith and consciousness of God, honorable traits, knowledgeable, creative, independent and becoming democratic and responsible constituents. Vocational high school is an institution of formal education that focused its students in the competencies of skill. Their graduates could work directly within the industry. Hotel accommodation expertise is one of the programs that are available to choose in the vocational high school that has the purpose of giving their graduates the competencies in the hotel department (Malinda, 2016). According to Kandampully and Suhartanto (2000, p. 346) traveler have escalated the growth of the hospitality industries globally, leading to intense competition in the market place. Therefore, Accommodation expertise competency prepares its students and graduates to have the ability to work in the housekeeping department.

Housekeeping department is one of the divisions in the hotel that handles everything that has relations to the aesthetics, tidiness, completeness, and including the hygiene of the floor in the public area (Rumekso, 2008). Types of floor on the public area are terrazzo, marble, ceramic, and parquet. These floor types are often seen in the lobby, corridor, and restaurants. Every floor type has each its own characteristics and way to keep its cleanliness and aesthetics (Rumekso, 2009). The manual and mechanical tools was often used for the maintenance and cleaning the floor. The polisher machine is one of the mechanical tools that often used for cleaning the floor.

Polisher machine is a tool using for brush and polish the floor, this tool has several functions which are scrubbing, shampooing carpet, buffing, brushing, and polishing (Rumekso, 2001). Due to dangerous situation while using of polisher machine, user has to be mindful of doing it. Therefore, student of hotel accommodation expertise should have a knowledge and skill about it. Through the performance

assessment, teacher could recognize the student ability both their knowledge and skill. Adiguzel (2011) stated that performance assessment could find out the potential development possessed by the students.

Performance assessment is a form of evaluation that demands the students to show their skills as the manifestation of knowledge mastery through the learning process that can be used by educators as a barometer regarding how far their achieved competencies of the students in learning evaluation (Zamtinah, 2014). Competencies are dynamic, developing or receding over time, and grounded in the learning environment (Ross, et.al, 2012, p. e144).

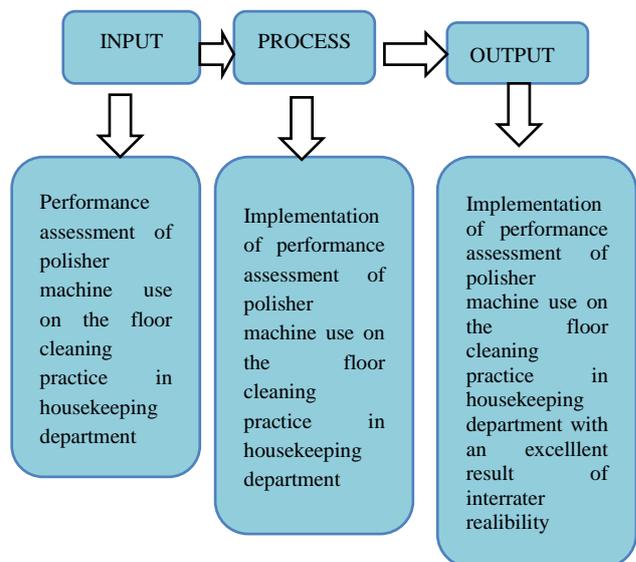
Student's competency achievement needs to be measured through the performance assessment. It was the right assessment instrument that compatible to describe the process, activity, or performance through the observation of the students during the practice. This assessment that used during the practice has to be suitable with the basic competencies. The basic competencies were evaluated adjusting to the indicator that will be tested. Instrument of evaluation has to fulfill the condition and representing the competencies that will be scored also complies the technical requirement in accordance to the form of instruments that is used (Permendiknas, 2007).

The previous research has produced the design of performance assessment for the using of polisher machine in the floor cleaning practice by the students of Hotel Accommodation at SMK Negeri 15 Bandung. It has been validated by expert judgement and has been issued in accordance to SOP (standard Operating Procedure), also it declared worthy to be used although has not been implemented (Eni, 2018).

The assessment instruments as the implemented product needs a step of activities that is documented and measured in every developmental step (Hasyim, 2016). The Product of this assessment that effective and proper can be used as the testers' guides which able to evaluate accurately and comprehensively. Mulyasa (2003) explains that implementation can also be understood as the process of applying idea, concept, policy or innovation of a practical act, that has an effect, whether as knowledge, skill, or value and attitude. Implementation of performance assessment of the polisher machine using on the floor cleaning practice at school and apprenticeship in Housekeeping Department (Eni, 2018).

2 METHOD

This study was using a descriptive method, it was hoped that a systematic result from implementation of performance assessment of Polisher Machine use on the floor cleaning practice in Housekeeping Department can be acquired. We used data form 27 students of vocational high school of hotel accommodation expertise as a selected sample. Data is collected using performance assessment that involves internal and external examiner.



3 RESULT AND DISCUSSION

3.1 Implementation of Performance Assessment of Polisher Machine Use on the Floor Cleaning Practice in Housekeeping Department

Implementation of performance assessment is performed during the practice of floor cleaning using the polisher machine by students in Edhotel SMKN 15 Bandung as a debriefing for student internship in the housekeeping department and it involved an external and internal examiner.

During the practice, the students performed the practice that in accordance to the order such as student attendance, grooming, greeting, and all the proper of preparation phase. Then, the students started the practice by showing the aspect of appearance, checking various parts of polisher

machine, and preparing the cleaning material. After that, there were two aspects in the process phase which are the use of polisher machine and maintenance aspect of occupational health and safety. Finally, the last phase containing two aspect which are, the surface of floors and duration of practice time.

Implementation of performance assessment is performed according to the steps in the evaluation instruments. It used to gain the achievement of students' practice result. Performance assessments can measure students' cognitive thinking and reasoning skills and their ability to apply knowledge to solve realistic, meaningful problems (Lane, 2010, p. 3). The external and internal examiner applied the performance assessment for the use of polisher machine in the practice of floor cleaning which in accordance to performance test steps, the student response more orderly during the practice. They worked in accordance to the stage of aspects. In accordance to the statement in the research of Jubaedah, Rohaeni, and Rinekasari (2018) who explains that performance assessment in the learning evaluation of vocational high school students can give a good influence to the attitude of students.

The evaluation instruments for the use of polisher machine in the practice of floor cleaning in accordance to the steps of performance test needs to be applied in the evaluation of practice conduct because according to the user, those instruments ease the teacher to conduct the evaluation to their students objectively and comprehensively.

3.2 Students Competency Achievement

3.2.1 Competency Achievement in Preparation Phase

Competency achievement in the preparation phase acquired the data that the majority of students had fulfilled the indicator criteria of evaluation during the activity of practice. The students wearing housekeeping practice uniform must be worn with tight or pulled back hair for women, polished shoes, clean name badge. No excessive make up for the female students (ASEAN, 2012, p. 17). They should avoid vivid colors, like bright blues or violets around the eyes, and make sure the blusher does not look too dramatic. Bright lipstick colors should also be avoided. And for the male students not having long moustache and beard, the students keep their self-hygiene, and wear shoes to be suitable for the role.

Students' competency achievement in the aspect of checking up various parts of the polisher machine was include 12 indicators. It has been done properly

according to the indicator of evaluation by the students during the practice, which are, checking the micro switch, the machine handle, the dual trigger micro switch, the tanks of machine, the cable of machine, the low high switch, the wheel of the machine, the cover of machine, the machine block, the transmission wheel, the bumper, also checking the pad holder.

Achievement Competency in the preparation aspect of cleaning material shows that all of the students were able to prepare Bolt MPC as cleaning material. Those achievement are in accordance to Suwithi (2008) that explains that students as public are attendant are demanded to prepares components that is necessary during the practice, tidy appearance and clean.

3.2.2 Competency Achievement in Process Phase

The data showed the majority of students has fulfilled indicator criteria of assessment during the practice in the process phase, which were the students prepared cleaning liquids, attaching it to pad holder or drive disc, both hands on the machine handle while the cable are above the shoulder, and then students moved left and right while back walking while pushing or lifting the machine handle as machine wheel.

The activity of practice using the polisher machine that has been done was according to the procedure in the evaluation indicators. Therefore, the students can be stated as able to perform the practice using the polisher machine acceding to the procedure. That achievement has fulfilled the performance demand of standard operational procedure of public area attendant in housekeeping department.

In performing the practice of maintenance and occupational health and safety using the polisher machine, the student done the action according to the assessment indicators. They turned off the electricity after use, cleaning the machine using the cloth, pad or scrubbing brush is removed after using it, and drive disc was washed. Then, the students put back the machine handle in the erect position, roll the cable the machine handle attached to the upper parts, also put all the equipment in its storage at correct position.

During the practice, the students were wearing masker, hand glove, and setting yellow floor to minimize accidents. This condition in accordance to Rizka (2017), he said that the functions of occupational health and safety as a body cover

against hazard during work and decrease the casualty from accident.

3.2.3 Competency Achievement in Final Phase

In final Phase, the data of competency achievement acquired that majority of the students has fulfilled the indicator criteria of evaluation during the activity of practice. The result of their practice was the surface of the floor looks polished, clean, and smells good. And on the duration aspects, the students performed the practice in 15 minutes.

All data of competency achievement from the usage of polisher machine in the practice of floor cleaning contains three steps practice, which are preparing practice, process practice, and result practice. The result showed that all of the students acquire the score more than 75 and it can be stated as they were competent in floor cleaning practice in accordance with the hotel standard.

3.3 Interrater Reliability Test

Interrater reliability of performance assessment on the use of polisher machine in the floor cleaning practice in housekeeping department acquired the Cronbach alpha scores for the overall scale of test as 0,818. The Cronbach alpha test is above the minimal limit of minimal reliability which is $\geq 0,6$; therefore, it can be concluded that performance assessment of the use of polisher machine in the floor cleaning practice in housekeeping department has good reliability.

4 CONCLUSIONS

Performance assessment of using polisher machine in the floor cleaning practice at housekeeping department covers three phases which are preparation phase, process, and final. This performance assessment is appropriate to be implemented in the debriefing and internship. Competency achievement shows that the majority has fulfilled the indicator criteria of evaluation during the activity of practice of using the polisher machine in the practice of floor cleaning in Housekeeping Department. All the students have been qualified as competent from the result of internal and external examiners from the Housekeeping Department. The result shows that inter-rater reliability performance assessment of

using the polisher machines in the practice of floor cleaning in Housekeeping Department acquired Cronbach alpha scores for the measurement scale as big as 0,818. Cronbach Alpha result scores indicates that performance assessment of using polisher machine in the practice of floor cleaning in the Housekeeping Department Inter rater reliability tester is good.

REFERENCES

- Adiguzel. (2011). *Penilaian Performance Assessment*. Jakarta: Hipokrates.
- Eni, N.W., (2018). Perancangan Performance Assessment untuk Penggunaan *Polisher Machine* pada Praktik Pembersihan Lantai oleh Peserta Didik Akomodasi Perhotelan di SMK Negeri 45 Bandung. Departemen Pendidikan Kesejahteraan Keluarga. Skripsi. Universitas Pendidikan Indonesia.
- Hasyim, A., (2016). *Metode Penelitian Dan Pengembangan Di Sekolah*. Yogyakarta: Media Akademi.
- Jubaedah, Y., Rohaeni, N., & Rinekasari, N.R. (2018). *Model Competency Based Assessment Pada Pengembangan Job Performance Public Area Dihousekeeping Departement*. Jurnal Kesejahteraan Keluarga Dan Pendidikan (JKKP .052.05).
- Kandampully, J. and Suhartanto, D. (2000). Customer Loyalty in the hotel industry: the role of customer satisfaction and image. *Internationak Journal of Contemporary Hospitality Management*. 6(12), 346-351.
- Lane, S., (2010). *Performance assessment: The state of the art*. (SCOPE Student Performance Assessment Series). Stanford, CA: Stanford University, Stanford Center for Opportunity Policy in Education.
- Malinda, R., dkk., (2016). *Penguasaan Pengetahuan Prosedur Pembersihan Area Umum Pada Mata Pelajaran Tata Graha Oleh Peserta Didik Smkn 9 Bandung*. Jurnal Family Edu, Voll II. No.2.
- Mulyasa. (2003). *Kurikulum Berbasis Kompetensi*. Bandung: PT Remaja Rosdakarya.
- Peraturan Menteri Pendidikan Nasional Nomor 20 Tahun 2007 Tentang Standar Penilaian Pendidikan
- Ross, S., Poth, C., Donoff, M., Papile, C., Humphries, P., Stasiuk, S., & Georgis, R. (2012). Involving users in the refinement of the competency-based achievement system: An innovative approach to competency-based assessment, *Medical Teacher*, 34(2), 143-147.
- Rumekso. (2001). *Housekeeping Hotel Floor Section*. Yogyakarta: Andi.
- Rumekso. (2008). *Housekeeping Hotel Public Area/Houseman Section*. Yogyakarta: Andi.
- Suwithi, N W. (2008). *Akomodasi Perhotelan Jilid 1*. Jakarta: Depdiknas.
- Rizka, Santoso & Nurul. (2017). *Kepatuhan Menggunakan Apd Ditinjau Dari Pengetahuan Dan Perilaku Pada Petugas Ipsrs*. Jurnal Ilmu Kesehatan.

Zamtinah. (2014). *Performance Assessment: Kajian Bagi Efektivitas Peningkatan Profesionalitas Guru Teknologi Dan Kejuruan*. Jurnal Invotec, 10(2).