

Execution of Representative Cleanliness and Sanitation in Keeping up the Quality of Hotel Rooms

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Abstract - A hotel is an accommodation to support tourists' facilities in doing tourism as a place to rest. In addition, it also provides various facilities needed as well as the provision of food and beverages. The room is a significant factor. The responsibility and duty to maintain cleanliness, beauty, comfort, and security in all areas of the Hotel is the *Housekeeping Department*. The section is explicitly responsible for room problems, namely the *room boy*. The application of hygiene and sanitation in the room Hotel is crucial can affect the quality of the Hotel. Based on the analysis obtained, in the implementation of room cleaning by the *room attendant* at the Hotel, there are still problems that lie in the lack of accuracy in cleaning the guest room toilets due to the demands of completing a room quickly precisely. So that to be able to solve hotel management problems, they must be able to build employee morale and foster a responsible attitude to the tasks given so that each employee can be more thorough in doing their duties.

Keywords: *Hotel, Hygiene and Sanitation, Room Attendant, rooms, Rooms Cleaning*

I. INTRODUCTION

Hotels in the process of serving customers must create a comfortable atmosphere and by customer needs, from front-end service to back-to-back service. Front desk services include reception, restaurant, and room service. At the same time, the services are in the back area, such as the kitchen area and the dispensing area. As a form of service commitment, cleanliness is needed, both the cleanliness of the staff itself and the staff area and the entire hotel area. One of the manifestations is the improvement of hygiene

behavior and hygiene practices throughout the hotel area. This article will show how Sanitation and Hygiene are applied At 3 (three) star hotel, especially in the room area, because rooms are the center of service quality and barometer and are the enormous income. Hotels come from bedrooms.

(Simanjuntak, 2013), hygiene is an aspect related to human health, which includes all efforts and activities to protect, maintain, and enhance the physical and spiritual health of both individuals and community groups. Hygiene aims to provide the basis of life to improve the welfare of the community. Meanwhile, sanitation is an entire effort that includes activities or actions that need to do to free things related to human needs, whether in the form of goods or services, from all forms of disturbance or danger that human damage needs from a health point view. Hygiene is an effort to maintain and improve health for both individuals and the health of the human environment. Hygiene has an essential role in life, both in the community and in the world of work. Hygiene is an effort or action in improving health and maintaining health. Sanitation is an effort to prevent disease that focuses on activities for the health of the human environment. So, in this case, sanitation is aimed. Efforts must be made to maintain and maintain environmental health, including sanitation objects, namely all places where we live or work, such as kitchens, restaurants, parks, public areas, office spaces, houses, etc.

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Hotel. Quality included applying hygiene and sanitation in the room; the essential things are the cleanliness and tidiness of the room area. Cleanliness is a necessary factor for personal health. The hotel area's environment is free from the emergence of germs, such as infectious diseases originating from within the Hotel or diseases that come from outside the hotel area. While sanitation needs maintaining throughout the hotel area because from the outside area, it will be clear how the quality and quantity of the Hotel is concerned.

The housekeeping department's responsibilities and duties are to maintain the cleanliness, beauty, comfort, and security in the entire area of the Hotel. They start from the front area, such as garden arrangement, lobby cleanliness, and the whole hotel area to the room area. The duties of each department in the department are the responsibility of the employee concerned. The part that is specifically responsible for room problems is the room attendant. In carrying out the duties, the room attendant must work appropriately by minimizing all minor errors in the cleanliness of the room area. His responsibility is to reduce potential complaints that might make guests comment to other prospective guests with various media that guests can use. Preventing this is the work, especially the quality of hygiene and sanitation, which can be maintained to feel comfortable and desire to return to the Hotel. The role of the Housekeeping Coordinator is responsible for all the hotel room areas, including the high level of intensity, by implementing the need for a unified understanding. It helps the performance of employees to achieve the targets desired by the company and right on target better guest service.

However, in practice, sometimes there are still work results that are incomplete or unsatisfied, and there are still shortcomings that do intentionally or unintentionally. The situation happens when the role of all components of the room staff continues to provide services, especially the cleanliness of employees and the work environment area diligently and continuously. With such a role, especially in the application of hygiene and sanitation in the housekeeping area, in maintaining the quality of the rooms, they are kept clean and healthy and can fulfill the guest satisfaction.

II. LITERATURE REVIEW

(Noviati, 2019) Hotel is a type of accommodation that provides accommodation, meals and other services to the public for a certain period and is

managed commercially. Meanwhile (Surya, 2019), a hotel is a building that provides lodging, food and beverage services, and other service facilities intended for the general public, both those who stay at the Hotel and those who only use certain facilities owned by the Hotel. Then (Darsono, 2011), the Hotel is a business entity engaged in accommodation services managed commercially by providing food, beverage, and other facilities. Another article (Wicaksana, 2018) explains that the Hotel is a tourism industry that produces and markets superior products simultaneously as where the product creation. The Hotel offers various advantages to entertain its guests, including special services, treating guests like kings. Apart from staying and rest, the Hotel is also a place to hold various events, including ceremonies, conferences, meetings, seminars, performances, etc. (Utama, 2016). It is also emphasized in Law Number 10 of 2009 concerning tourism. The role of the hotel is one of the accommodation business entities that provide accommodation services in tourism management and tourist villas and motels, campsites, caravan stops, and others. Expert statements and letters From the Ministerial Decree above, it can be concluded that a hotel is a building which is engaged in accommodation services business providing accommodation, catering, etc.

III. RESEARCH METHOD

The data used in this study is qualitative. (Siyoto and Sodik, 2015) qualitative data is data in the form of words, not in the form of numbers. Qualitative data were obtained through various data collection techniques such as interviews, document analysis, focused discussions, or observations recorded in field notes (transcripts) Another form of supporting data is images obtained through shooting or video recording. While the source of data used in this study is primary data obtained directly in the field using observation, interviews, and focused discussion. Besides that, they collected secondary data from various sources, including literature studies in multiple forms such as books, reports, and journals (Siyoto and Sodik, 2015). Data collection is a method of observation by recording studied directly (Rahmadi, 2011), observation activities doing against realities that look and hear. Data was also collected by interview (interview) orally to the interviewed subject and met face to face to complete their required documentation, either in a written document or recorded documents. Written documents can be in the form of archives, diaries, clippings, and so on. Meanwhile,

recorded documents can be in the form of recorded tapes, photos, and so on.

IV. RESULTS AND DISCUSSION

The number of rooms studied in this paper is 60 rooms with five different types of rooms and other numbers. Of the five types of rooms, there are 21 Sleeping King Rooms, 25 Sleeping Twin rooms, 6 Comfort King Rooms, 4 Comfort Twin Rooms, and 4 Dreaming King Rooms. Of all the available room types, the implementation of Hygiene and Sanitation services in all rooms is the same.

TABLE I RESEARCH ROOM

No.	Room type	Number of rooms
1	Sleeping king room	21
2	Sleeping twin room	25
3	Comfort king room	6
4	Comfort twin room	4
5	Dreaming king room	4
	Amount	60

Source: Processed from own data

Within the duties and responsibilities of household staff, there are different duties and roles. In general, being a leader often decides whether an existing space is worth selling or not. The leadership functions in household management include; *Room Service Staff Workspace Division*, Checking the arrangement of elements, and work equipment. It also provides information to *room* staff about the latest office room status, Checks the rooms that the room service staff has cleaned to make sure they are fit for sale, Evaluates customer complaints, and motivates undisciplined employees.

(Hapsari, 2017), *room attendant* employees who are in charge of maintaining hotel rooms, such as cleanliness, beauty, and guest comfort while at the Hotel. *Room attendants* must have a good and neat appearance, including honest behavior, courtesy to guests, superiors, and colleagues. *Housekeeping*, especially the room section, is required to provide the best service to satisfy guests while staying at the Hotel and become regular customers. The Hotel offers many facilities to pamper its customers by providing a sense of comfort and security so that customers feel at home. *The room* has a considerable contribution to improving

the overall image of the Hotel. Therefore, rooms sold to guests must be maintained and kept clean.

In this case, *room attendants* play an important role in improving the Hotel's *image* to customers by providing, preparing, and maintaining the cleanliness of each guest room. Room conditions can convey a message, and employees poorly prepare comfortable and clean rooms for guests. In addition to cleanliness, the speed to provide clean rooms also provides added value for *housekeeping*. Room cleaning procedures need to ensure that all parts in the room are complete and clean. Cleaning must be done meticulously, including tidiness, completeness of amenities, and cleanliness.

Room attendant employees also have to understand that a room can sell, with the following conditions: cleanliness, including the living room, bedroom, and bathroom. Moreover, all equipment in the room must be functioning adequately, such as TV, sink, toilet, shower, and others. They also must complete the availability of guest supplies, amenities, and furniture such as remotes, pens, and all bath supplies; Safe for situations that can endanger guests' lives, such as non-slip floors and *no chipped cables*.

To ensure the hygiene and sanitation implementation through several assessments. Based on the Regulation of the Minister of Health No. 80/Menkes/Per/II/1990 Regarding Hotel Health Requirements. A decent hotel (healthy) meets the minimum requirements, 75% of the overall variables assessed. There are several variable components in the feasibility assessment of a hotel, namely: General and special requirements. General requirements for the health of hotel rooms include; Always being clean. There are enough trash cans, free from insects and rats. Besides that, several things must comply with room size, air circulation, noise, odorless, odorless, and smoky. The air in the room/space should fulfill the requirement, noise, no smell (especially for H₂S and ammonia), not dusty or smoky/smoky (ash content less than 0.26 mg / m³)., Has a temperature of 18-28 degrees Celsius, Has a humidity of 40-70%, There are no *alpha streptococcal haemolyticus* germs and pathogens., Toxic gas levels do not exceed the threshold value. Meanwhile, specifically, among others, bedrooms, bedroom doors, and bedroom windows that are see-through must be equipped with curtains that do not penetrate outside light.

While the Health Requirements Amenities No is determined to be the availability of water as water is provided with quality by the provisions of the regulation that is expired water capacity should meet the applicable requirements, water is available at every point of the activities are sustainable, water distribution in the Hotel must using a piping system

and flowing with positive pressure and avoiding cross-contamination. Toilets and bathrooms must have toilets, latrines, toilets, and handwashing places must always be clean. The floor is made of sturdy, water-resistant, anti-slip and easy-to-clean materials. Equipped with odor repellents (bowl or neck), Locations are not in direct contact (must have gaps) with food management areas, living rooms and bedrooms, women's toilets must be separated from the men's toilet, the workers' toilet must be separate from the guest toilet, have a vanity mirror, trash can, ashtray, tissue, hangers, air freshener, bucket and hand dryer. Each room must be equipped with a bathroom and toilet.

The trash can must be made of solid material, light enough, rust-resistant, water-resistant, and has a smooth inner surface. It has a lid that is easy to open or close without dirtying your hands. Easy to fill and empty. The number and volume of trash bins are adjusted to the production, the waste generated at each activity site, and the daily cleaning of the room trash can.

TABLE II HOTEL ROOM ASSESSMENT VARIABLES

No	Variable	Components Checked	Description
I	General Hotel Room / Room Health Requirements		
	A. Condition of the hotel room	1. Clean	Qualify
		2. Trash cans are available	Qualify
		3. Free from insect disturbance	Qualify
	B. The state of the room temperature/hotel room	Ddorless (especially for H,S and ammonia)	Qualify
		Not dusty or smoky/smoky (dust content less than 0.26 mg/m ³)	Qualify
		3. Has a temperature of 18-28 degrees Celsius	Qualify
		4. Has a humidity of 40-70%	Qualify
II	Special Hotel Room/Hotel Room Health Requirements		
	A. Bedroom	The see-through bedroom walls, doors, and windows are equipped with curtains that do not penetrate the outside light	Qualify
		2. Minimum room area:	
		Number of beds 1-floor area of at least 4.5 m ²	Qualify
		Number of beds 2	Qualify

		minimum floor area 8 m ²	
		Number of beds 3 minimum floor area 12 m ²	Not eligible
		Number of beds 4 minimum floor area 17 m ²	Not eligible
		Number of beds 5 minimum floor area 20 m ²	Does not meet the requirements
	B. Employee room	The female employee room must be separated from the male employee room	Not eligible
		There is a safe cupboard (locker) for storing employee clothes according to their needs	Qualify
		Equipped with a bathroom, toilet and p an tura s a separate between men and women	Not eligible
	D. Laundry Room	Does not allow the mixing of clean and dirty linen	Qualify

Source: Minister of Health Regulation

The table above shows that a hotel's room and room health requirements still have several variables that do not meet the criteria. However, it is approaching in terms of the sanitation aspect, and the Housekeeping employees have received a decent environment. They are considered to be able to work well with the presence of supporting facilities.

TABLE III HOTEL EMPLOYEE HYGIENE

No	Variable	COMPONENTS CHECKED	DESCRIPTION
Employee health requirements			
I	Work uniform	1. Employees are equipped with work clothes	Qualify
		2. Worn at work	Qualify
		3. Clean	Qualify
		4. Whole/not torn	Qualify
II	Letter of Statement healthy from the doctor	40 – 59% of employees have	Qualify

Source: Minister of Health Regulation

Based on table III above, almost all employees know the importance of health in supporting excellent performance. This is evidenced by the fulfillment of all the required variables according to the provisions.

Based on the score (180) calculation, the Zoom Hotel Mulawarman has fit Hygiene and

Sanitation requirements; the percentage is 82%. As a result, Zoom Mulawarman Hotel has met the requirements according to the Minister of Health Regulation No. 80/Menkes/Per/II/1990 Regarding Hotel Health Requirements. However, sometimes some small things are still forgotten when working, so it needs the accuracy of all the employees involved.

V. CONCLUSIONS

Housekeeping employees are considered necessary again in improving the quality of service and without neglecting the importance of hygiene and sanitation in every work carried out in the room. Although by reference the variables have met the requirements, there is a need for more detail on work related to hygiene and sanitation in the work area, especially in future work, to provide maximum satisfaction to guests.

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