

## The Role Of Room Attendants In IncreasingThe Comfort Quality Of Guest Rooms At Artotel Gajahmada Hotel Semarang

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**Abstrack.** *Ganjar Hergiandari C13.2019.00270. 2023. The Role of Room Attendants Improving the Quality of guest room comfort at the Artotel Gajahmada Semarang Hotel. Hospitality Management Applied Undergraduate Study Program, Faculty of Cultural Sciences, Dian Nuswantoro University. This final project aims to explain the role of a Room Attendant, especially in the Housekeeping department in supporting operations. A Room Attendant has duties and responsibilities in working on guest rooms, by providing the best quality of room comfort for hotel guests at Artotel Gajahmada Semarang. This research is a research that uses a qualitative approach with a descriptive type. Data collection techniques using qualitative research methods for the data collection process are obtained through interviews, observation, and documentation, to obtain the correct data. The research results obtained show that the comfort of guest rooms is supported by three things, namely tidiness, beauty, and completeness. By implementing these three things, it will make guests feel comfortable and at home while staying at the hotel at Artotel Gajahmada Semarang.*

**Keywords:** *Convenience, Room Attendant, Role*

### INTRODUCTION

A hotel is an accommodation that offers room rentals while also offering food and drinks (Putri, 2018). Then according to Bataafi in (Damayanti & Yulianto, 2014) hotel refers to a service business that operates in buildings that offer commercially managed facilities that can be accessed by everyone starting from room rental accommodation, food and beverages and other services. Large hotel buildings and height can accommodate hundreds or even thousands of people to sell their services. Therefore, this hotel business provides services to guests so that guests get comfort. So that guests are interested in visiting the hotel again. One of the departments that has a big influence on the quality of comfort in a hotel is the housekeeping department. Housekeeping (Tata Graha) is from the word "House" (house), "Keeping" (To keep) which means to care for, look after, and maintain. Housekeeping is an operational department in a hotel that is responsible for maintaining cleanliness, arranging equipment, repairing damage, maintaining the comfort and cleanliness of guest rooms, public spaces, bars, restaurants and other outlets (Darsono, 2011).

According to (Darsono, Tata Graha Hotel, 1995) the purpose of Housekeeping for hotels is to be clean, attractive, comfortable, and safe. Therefore, this department plays a very crucial role regarding how to provide comfort because it is in accordance with the definition of the hotel itself, namely a room rental provider.

Officers who work in this department are called Room Attendants, are officers who work operationally who are responsible for cleaning rooms or preparing rooms to make them beautiful and comfortable, as well as providing complete facilities for guests staying overnight. The role according to Soekanto in (Novia Rahma, 2013) is that the role is seen more from an action, starting from the process and adjustment, so that a person actually holds a position or place in society and fulfills a role. Then according to Horton in (Amory, 2019) role is the behavior expected of someone who holds a position. The role of Room Attendant is very important in hotel care and maintenance in order to create comfort. According to (Kurniawan, Yulianto, 2017) Room boy/Room Attendant is an officer from the housekeeping department who has the duty to maintain the cleanliness, tidiness, beauty and completeness of guest rooms. So it can be concluded that the comfort of a guest room from a Room Attendant can be created through these four aspects. Therefore the role of Room Attendant is very important to maintain the cleanliness, completeness and comfort of hotel rooms that are already clean and then ready to be sold to guests so that guests feel satisfied and happy with hotel services, and because customer satisfaction is very important for progress a hotel.

According to (Budiharjo, 2014) in his book entitled Practical Guide to Compiling SOPs explains that SOP (Standard Operating Procedure) is a type of work rule that regulates certain process steps or workflows. Because the work method concerned is routine, fixed and cannot change, the work procedure is standardized as a written document, known as SOP. This written document then becomes the standard for implementing certain work methods. With this, it can be explained that implementing SOP will make work more orderly and get used to the existence of applicable SOPs.

Therefore a Room Attendant must have the knowledge and skills while working in the Housekeeping department, especially SOP Make Up Room. By following these SOPs, Room Attendants will be able to carry out their duties properly, saving time and work energy which will result in clean and well-organized rooms. Thus, the success of Room Attendants in carrying out their duties can be felt by guests when they first enter the room and can create a good image for the hotel.

From the results of observations that have been made at the Artotel Gajahmada Hotel Semarang, after observing the author found several case problems that made the Final Project material, namely regarding the role of Room Attendants in improving the quality of guest room comfort in the Housekeeping Department due to several guest complaints such as poor room cleanliness, Guest Incomplete supplies, the air conditioner was not cold enough, insects were found in the room, and the room facilities were damaged, and this gave rise to a guest comment in the room. The room must be clean, tidy, complete, not smelly, and there is no damage in the room and the room must be ready to be sold to guests.

The results of the Room Attendant's work are different from what guests expect when they are in the room, and this will cause guests to have an unpleasant experience, resulting in a negative guest comment that will affect the image of the hotel itself, guests will be reluctant to visit again because they did not get what they expected from the hotel room service.

### **RESEARCH METHOD(S)**

In this study the authors used a research method that is descriptive qualitative. According to Mohajan in (Yuliani, 2018) descriptive qualitative is social action events that naturally emphasize the way people interpret, and understand their experiences to understand social reality so that individuals are able to solve their own problems. IN IMPROVING THE COMFORT QUALITY OF GUEST ROOMS AT ARTOTEL GAJAHMADA HOTEL SEMARANG”.

#### **1. Data Collection Techniques**

Data collection techniques are ways of extracting information from practice so that research results are useful and become new discoveries. And if it is not possible to collect the data under study, the purpose of the research is meaningless. By using data collection techniques such as observation, interviews and documentation, this method can provide valid and testable data (Mujahidin, 2019).

##### **1. Interview**

According to (Tersiana, 2018) explained that interviews are a research process in which all information can be obtained through conversation or question and answer between the researcher and those being studied. Other researchers also suggested that according to (Rahardjo, 2011) an interview is an activity that aims to obtain detailed information about the subject or topic raised in the study.

## 2. Observation

According to Mills in (Mujahidin, 2019) states that observation is an activity that is designed and oriented to view and record a series of system flows that have a purpose and discover what is the background of the behavior and basis of the system. Then according to Werner and Schoepfle (Hasanah, 2016) observation isa systematic observation of human activities and physical conditions, these activities occur continuously from a place of natural action, to produce facts.

## 3. Documentation

According to Renier in (Mujahidin, 2019) argues that documents have three meanings, namely in a broader sense which includes written and oral sources, a narrower meaning which only includes written sources, and is specific, namely such as official letters and state letters, agreements, laws, grants and concessions. According to Sugiyono in (Thalib, 2022) documents in written form, such as diaries, life stories, document biographies in the form of photographs, drawings, documents in the form of works of art such as sculptures, films.

## 2. Data Analysis Techniques

According to Miles and Huberman in (Mujahidin, 2019) analysis activities with qualitative data continue to be carried out until the end so that the data is fulfilled, the qualitative data analysis process consists of three steps: data reduction, datapresentation, and drawing conclusions.

### 1. Data reduction

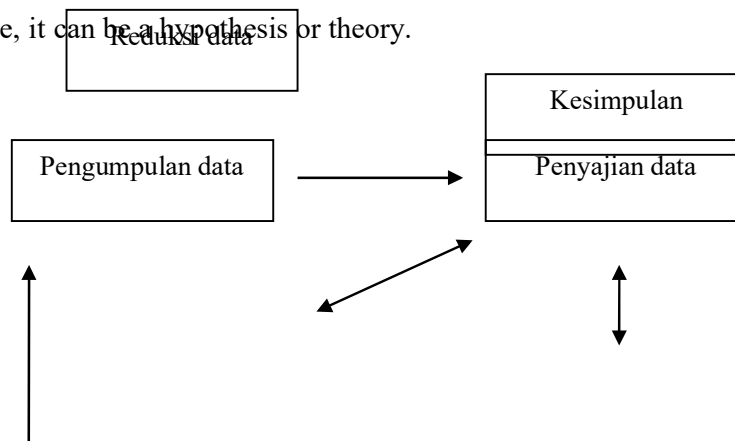
Data reduction is a way to obtain large enough data from the field that must be recorded carefully and in detail. The longer you explore the field, the more data you will get. So, data reduction makes it possible to summarize, examine the main/core issues, and focus on important issues.

### 2. Data Presentation

Presentation of information is a collection of information consisting of descriptions of conclusions and procedures. In qualitative data research, data presentation can be in the form of charts. brief descriptions, and relationships between categories. However, narrative text is most often used to present information. Therefore, by using narrative text, the writer facilitates understanding and plans work based on what is understood.

### 3. Conclusion Drawing

Conclusions are tentative or temporary conclusions which may change when stronger evidence is found to support the next stage of data collection. It was developed after research in the field. Conclusions in qualitative research are expected to be new insights that did not exist before. Knowledge can be in the form of a description or description of an object that is not yet fully clear so that it becomes clear after research has been carried out, it can be random or interactive, it can be a hypothesis or theory.



**Picture 1. Data analysis technique**

Source : Mujahidin

## FINDINGS AND DUSCUSSION

### 1. The Role of Room Attendants in Improving the Comfort Quality of Guest Rooms at the Artotel Gajahmada Hotel Semarang

In a hotel that provides lodging services, it certainly requires the role of a Room Attendant, this is so that the rooms that have been paid for by guests can be occupied in a clean condition. After the guest checks out, the position of the room is dirty. According to Thalib Rizal & Setiawan G Sangsoko in (Taviprawati, Sembiring, & Tarigan, 2019) which says that Room Attendants are officers whose job is to maintain cleanliness, tidiness as well as arrangement of rooms, so Room Attendants have an important role in a hotel. This has become the duty and responsibility of the Room Attendant's role to clean dirty rooms so that they are clean, so that they are used again by the next guest. In addition, a Room Attendant must be able to understand the room cleaning procedures implemented by hotel management starting from cleaning mattresses, cleaning bathrooms, cleaning amenities, cleaning furniture and room floors, because these things are the standard of cleanliness for a comfortable room which becomes a guest priority.

However, a Room Attendant has an important role in improving the quality of guest room comfort so as not to cause complaints just because guests don't feel comfortable in the room they have paid for. The following are the room work rules for Room Attendants every day:

• **Room Attendant Work Rules In Daily**

Bed Room Area (13 minutes)

1. Open curtain (open curtain)

When entering the room, you have to open the room curtains first, in order to get sunlight so you can do things clearly and sparingly, don't use lights (1 minute).

2. Take Out Garbage (Throwing Garbage)

Dispose of trash throughout the room area so that there are no complaints about the trash left behind. (1 minute).

3. Making bed & take out soil (tidying up the mattress & taking dirty linen from the mattress)

Take dirty linen from the bed, replace it with new ones, then make the bed according to hotel standards, it must be neat, smooth, and put a laundry basket on the bed. (8 minutes).

4. Washing glasses and coffee machine

After making the bed, then cleaning the glasses and coffee machine, at this washing stage it must be dry and not have the slightest stains. (2 minutes).

5. Reset up condiment & Dusting bed room area (Refill amenities coffee and sweep the bed area)

Then refill sugar, tea, coffee and rearrange the glasses and coffee machine. After that sweep the bed area (1 minute).

Bathroom Area (15 minutes)

1. Shower Room Area (bathroom shower area)

Cleaning the bathroom shower areas, it must be dry without even the slightest water. (10 minutes).

2. Sink Area (Sink area)

Clean the sink area and mirror glass, the sink must be clean, no spots, and dry. The glass must be cleaned so that there is no dust or stains on the mirror (2 minutes).

3. Toilet Bowl (Cleaning the toilet)

Clean all toilet bowls, no stains in the toilet bowl area, after cleaning and until dry, then close the toilet bowl and put the bathmat on top (2 minutes).

4. Reset Up amenities & Towel (Refill bathroom amenities and towels)

Refill bathroom amenities, towels and mats, the condition of the towels and mats must be without stains, then fold the towels and put them next to the sink. (1 minute).

Living Room (3 minutes)

1. Dusting tables & chairs, sofas in the living room (cleaning tables, chairs and sofas in the living room area)

Cleaning the tables, chairs and sofas in the living room, a semi-wet cloth is required so that no dust is left behind. (3 minutes).

Wardobe Area (4 minutes)

1. Dusting Furniture, checking mini bar & SDB (Cleaning furniture, checking fridge, room safe)

Cleaning all room features, checking the small refrigerator and checking the safe, a semi-wet cloth is required so that no dust is left behind and no guest items are left behind from the refrigerator or safe. (1 minute).

2. Mopping and double check according to standard setup (Mop all rooms and double check)

After the work on the room is complete, mopping the entire room area and re- checking the standard of room equipment (3 minutes).

**Room Attendant total time for each room is 35 minutes**

This was stated by Susilo Mukti, he explained regarding the role of Room Attendants in improving the quality of guest room comfort as follows:

*"Of course it is very important, because that is the duty and responsibility of a Room Attendant and it cannot be delegated to another departmental section, therefore a Room Attendant must understand the duties and responsibilities in providing quality room comfort"* (Susilo Mukti, Room Attendant).

Based on Susilo Mukti's question that was conveyed, until in the end the author knows that the role of Room Attendant cannot be delegated to other departments, because Room Attendants who understand and know their duties and responsibilities will provide quality guest room comfort.



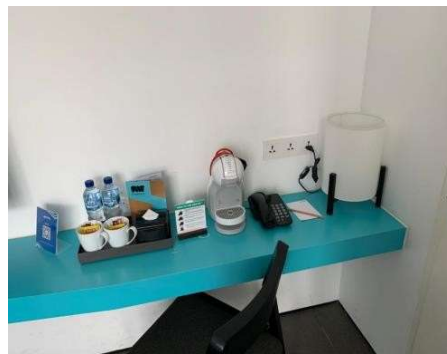
Picture 2 Set Up Bed

Source : Hotel Artotel Gajahmada Semarang



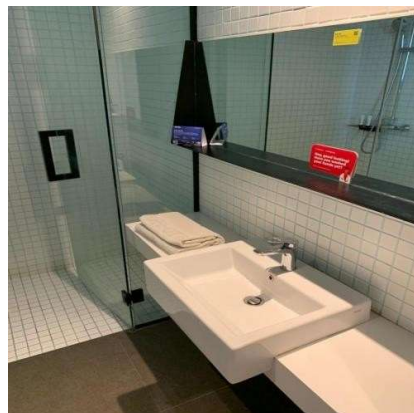
*Picture 3 Bathroom Set Up and Bathroom Amenities*

Source : Hotel Artotel Gajahmada Semarang



*Picture 4 Set Up Amenities*

Source : Hotel Artotel Gajahmada Semarang



*Picture 5 Set Up Towel*

Source : Artotel Gajahmada Semarang



## **2. Room Attendant Constraints in Improving the Quality of Guest Room Comfort at the Artotel Gajahmada Hotel Semarang**

In a job, of course there are obstacles in doing a job. This is related to the obstacles faced by the Room Attendant at Artotel Gajahmada Semarang, where a Room Attendant experiences problems in improving the quality of guest room comfort, which could be a form of complaint against guests. Susilo Mukti explained what were the obstacles experienced during the Room Attendant's work in improving its quality that:

*"Factors from unclean linen, limited linen stock, limited equipment and chemicals so that I sometimes have difficulty cleaning the room" (Susilo Mukti, Housekeeping Room Attendant).*

Based on the statement submitted by Room Attendant Artotel Gajahmada Semarang, Susilo Mukti, who has been in the world of Housekeeping as a Room Attendant for about 5 years, he understands the obstacles experienced by Room Attendants Artotel Gajahmada Semarang because the linen is not clean, the meaning of this unclean linen is actually the linen has been cleaned from the laundry vendor but when it is used there are spots on the linen, this is what must be replaced with clean linen and causes the stock of linen in the Room Attendant's trolley to be limited. Then in the author's conversation with the housekeeping supervisor Dedy Angga Permadi, he presented a solution regarding the delivery of clean linen from vendors who were still dirty that:

*"The management of the laundry vendor and the hotel management have made an agreement regarding the delivery of clean linen that still has stains from the laundry vendor, if we find linen that still has stains from the delivery process from the vendor to the hotel, the hotel wants it to be re-washed so it doesn't add to the laundry." the cost of washing again, because it is from the washing process from the laundry vendor" (Dedy Angga Permadi, supervisor).*

Then the equipment and chemical limitations resulted in the Room Attendant having to clean it with the tools in the caddy. Things like that experience difficulties in the cleaning process in the room. Bagus Irawan, as Staff Leader of Artotel Gajahmada Semarang also confirmed the opinion of Susilo Mukti which resulted in Room Attendant problems causing complaints from guests, stating that:

*"The triggering of Room Attendant problems in improving the quality of room comfort raises complaints from guests starting from the factor of cleanliness, linens, bad smells, and facilities that are not expected by guests" (Bagus Irawan, Staff Leader of Housekeeping)*

With this statement, the room attendant's solution must work as much as possible to maintain the quality of the comfort of the room so that when guests want to stay, they feel that they are paid for with a clean, complete and beautiful room.



***Picture 6 Equipment dan Chemical***

Source : Hotel Artotel Gajahmada Semarang



***Picture 7 Linen from vendor laundry***

Source : Hotel Artotel Gajahmada Semarang



***Picture 8 Towel spot from vendor Laundry***

Source : Hotel Artotel Gajahmada Semarang

## CONCLUSION AND RECOMMENDATION

Based on the results of the research and discussion that the authors described in the previous chapter, in this chapter the authors will describe the conclusions of the research conducted by the authors regarding the Role of Room Attendants in improving the quality of guest room comfort at the Artotel Gajahmada Semarang hotel.

1. The role of a Room Attendant in the housekeeping department at the Artotel Gajahmada Semarang hotel is to solve problems very well, namely by ensuring work is in accordance with the standards set for room comfort expected by guests, thus minimizing the emergence of complaints.
2. Room Attendant at the Artotel Gajahmada hotel has implemented the company's operational standards, therefore the responsibility and role of the Room Attendant is very large for the hotel in maintaining the quality of guest room comfort resulting from the Housekeeping department.

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