

# Compatibility of the Number of Room Attendant at Imara Hotel Palembang

Trisna Rahmania<sup>1</sup>, Dilla Pratiyudha<sup>2</sup>, Arrahman<sup>3</sup>

<sup>1,2,3</sup>Politeknik Pariwisata Palembang

trisnarahmania93@gmail.com, dia@poltekpar-palembang.ac.id, arrahman.ar07@gmail.com

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## ABSTRACT

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This study was aimed at knowing the occupancys of room at Imara Hotel Palembang and finding out the suitability of the room attendant quantity. This study is quantitative descriptive method with observation, interview, and questionnaire data collection techniques. Based on the results of research, the room occupancy rate at Hotel Imara Palembang for the period January to July was 41% with information on the number of rooms available (15,264 rooms), occupied rooms (6,272 rooms), empty rooms (5,613) and empty rooms (8,989 rooms). Based on the results of the formula, the suitability of the number of room attendants at Hotel Imara Palembang is not in accordance with the occupancy rate of rooms, because has two room attendants, while requires three room attendants to carry out the operational process of cleaning guest rooms efficiently.



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## A. INTRODUCTION

The tourism sector is the largest industry in improving the global economy. In Indonesia, the tourism industry is a sector that can generate foreign exchange the fastest, so it is used to improve the community's economy. This is in line with Law Number 10 Year 2009 CHAPTER II Article 4 which reads "Tourism aims to increase economic growth, improve people's welfare, eradicate poverty, overcome unemployment, ... ." To support activities and realize these tourism goals, it is necessary to improve the management of supporting facilities for tourism activities, one of which is accommodation, such as hotels.

Hotel according to Sulastiyono (2016) is a company that provides food, drink, and room facilities for sleeping to people who travel and are able to pay a reasonable amount in accordance with the services received without any special agreement. To support operations and provide services to guests, the hotel has several departments, one of which is the housekeeping department. Sulastiyono (2016) said that housekeeping is one part that has a role and function that is quite vital in providing services to guests,

especially regarding the comfort and cleanliness of hotel rooms. One of the sections under the housekeeping department is the room section which is responsible for the cleanliness, beauty, and comfort of the rooms. As for the designation for people who work in this section is a maid or room attendant or according to gender called room boy for men and room maid for women. Meanwhile, the person in charge of supervising the work process carried out by the pramugraha is the room supervisor.

Based on initial observations, the number of room attendants at Imara Palembang Hotel is considered unsuitable to carry out room cleaning operations efficiently in accordance with the SOPs that have been set within one work shift, because the number of room occupancy rates at Imara Palembang Hotel is quite high every year. the month. Therefore, the authors are interested in discussing these problems in the form of research with the title "The Appropriateness of the Number of Room Attendants at Hotel Imara Palembang". The identification of the problems in this study are (1) the occupancy rate of the rooms at the Imara Palembang Hotel and (2) the suitability of the number of room attendants at the Imara Palembang Hotel. This research is expected to provide information to the hotel and increase knowledge to readers, especially those in the tourism industry to make adjustments to the number of room attendants in operating room operations efficiently in accordance with SOPs and a predetermined time period.

One of the important duties and responsibilities of room employees is to clean rooms according to standards and procedures. Chair and Pramudia (2017) suggest that guest room cleaning standards and procedures are divided into two, namely (1) bathroom cleaning and preparation procedures consisting of toilet bowl preparation, bath tub cleaning, and wash basin and (2) cleaning and preparation procedures a bed consisting of 18 steps.

In carrying out these standards and procedures effectively and efficiently, an appropriate room section is also needed, both in terms of number and competence. The number of housekeeping employees at Hotel Imara Palembang is four people consisting of one assistant. executive housekeeper, one team leader, and two room attendants. Two of them are vocational D-III graduates and the other two are SMK graduates. In order to determine the number of employees needed, it is necessary to look at the records of the room occupancy rates in the hotel. The room occupancy rate is expressed as a percentage of the ratio of rooms sold compared to the total available rooms or the total number of rooms that can be sold (Chair and Pramudia, 2017).

## **B. METHODS**

The method used in this research is descriptive quantitative method with data collection techniques of observation, interviews, and questionnaires. The details of the data collection tools used are as follows. (1) Observation by observing the operation of the housekeeping department at Imara Hotel Palembang, which is located at Jalan Jendral Sudirman No. 1111A, Sungai Pangeran, Ilir Timur 1, Palembang City, South Sumatra with structured observation techniques. (2) Interviews were conducted directly by asking questions to the HRD of Imara Hotel Palembang. Data from interviews are summarized and described. In addition, the authors also use (3) questionnaires as a data collection tool given to two room attendants at Hotel Imara Palembang in order to find out the problems encountered by the room attendant during room cleaning operations. In analyzing the questionnaire data, the authors used a Likert scale with a value range of 1-5, namely "1" for the "strongly disagree" category, "2" for the "disagree" category, "3"

for the “undecided” category, “4” for the “agree” category, and “5” for the “strongly agree” category.

### C. RESULT AND DISCUSSION

#### Room Occupancy Rate at Hotel Imara Palembang

Hotel Imara Palembang has a fairly consistent occupancy rate. Based on the results of interviews with HRD, data obtained that the room occupancy rate at Hotel Imara Palembang does not have a significant change in each month, but in one week it usually increases on weekends and vice versa on weekdays tends to decrease. The table of room occupancy rates at Hotel Imara Palembang is as follows:

**Table 1. Room Occupancy Rate at Hotel Imara Palembang**

No.	Month	Available Room	Room Filled	Room Used	Room c/o	Empty Room
1.	Januari(31)	2.232	402	18%	328	1830
2.	Februari(28)	2.016	1028	51%	923	988
3.	Maret(31)	2.232	1205	54%	1101	1027
4.	April((30)	2.160	1339	62%	1230	821
5.	Mei(31)	2.232	1004	45%	912	1228
6.	Juni(30)	2.160	691	32%	605	1469
7.	July(31)	2.232	603	27%	514	1629
Yearly		15264	6272	41%	5613	8989
Daily		72	30	41%	26	42

#### Suitability of Number of Room Attendants at Hotel Imara Palembang

Based on the room occupancy data that has been presented, it can be seen that there are only two room attendants who are not suitable to carry out room cleaning operations with the existing workload efficiently. To find out the measurement scale of the results of the questionnaire on the suitability of the number of room attendants filled out by the room attendant at Hotel Imara Palembang, the formula used is as follows:  $(\text{Answer Score Results}) / (\text{Highest Answer Score}) \times 100$ .

The results obtained from the formula based on a questionnaire filled out by two room attendants at Hotel Imara Palembang are as follows:

**Table 2. Results of Questionnaire for Suitability of Number of Room Attendants at Hotel Imara Palembang**

No.	Pertanyaan	Frekuensi					Jumlah (%)
		1	2	3	4	5	

1.	Have you done the operation of cleaning the guest room according to the existing SOP?					2	100%
2.	Have you done the operation of cleaning the guest room right in accordance with the time of one shift?				1	1	90%
3.	Is the number of room attendants in accordance with the occupancy rate of existing rooms, so that they can carry out efficient cleaning of guest rooms?				1	1	90%
4.	Is there a need to increase the number of room attendants?					2	100%

The value categories of the questionnaire results are (1) the value category 0-19,9% is strongly disagree; (2) the category value of 20 % – 39.9 % is Disagree

- 1. Category value 40 % – 59.9 % is Doubtful
- 2. Category score 60 % – 79.9 % is Agree
- 3. Category value 80 % – 100 % is Strongly Agree

When viewed from the value category, the interpretation of the results that appear is that the room attendant at Hotel Imara Palembang stated that the number of room attendants with room occupancy rates was appropriate to carry out guest room cleaning operations in accordance with standard operating procedures efficiently. However, when viewed from the existing theory, there are differences in results, because to determine the suitability of the existing number of room attendants required employee planning which is often referred to as staffing. Planning the suitability of the number of room attendants is expected to make guest room cleaning operations more efficient in accordance with existing SOPs.

The formula for finding the suitability of the number of room attendants according to Sulastiyono (2016) is

$$\begin{aligned}
 N \times TK_o \times W_{po} &= X \\
 N \times TK_v \times W_{pv} &= Y \\
 JK_{c/o} \times CD &= Z \\
 (X + Y + Z) &
 \end{aligned}$$

**Information:**

N = Number of rooms available for sale (Number of Rooms).

Tko = Percentage of occupied rooms (Occupancy Rate).

Wpo = The amount of time to clean the occupied room.

TKv = Percentage of vacant rooms.

WPv = Amount of time to clean empty room.

JKc/o = Number of check-out rooms.

CD = The difference between cleaning the check-out room and the occupied room.

Based on secondary data in the table of room occupancy rates at Hotel Imara Palembang for the period from January to July, it is known that the number of rooms available for sale (N) is 15,264 rooms. The percentage of occupied rooms (TKo) is 41%. The percentage of vacant rooms (TKv) is 58%. The number of check out rooms (JKc/o) is 5,613 rooms. Previously, based on the results of interviews and observations, it was known that the amount of time to clean an occupied room (WPo) was 25 minutes; free room (WPv) 5 minutes; the check out room for a room attendant named Indra takes 25 minutes, while a room attendant named Elly takes 30 minutes, with an average time for both of them is 28 minutes, so the difference in time to clean the check out room and the occupied room (CD) is 3 minute. The notation can be seen as below:

n			
N	= 15.264	TKv	= 58%
Tko	= 41%	WPv	= 5 min
Wpo	= 25 min	JKc/o	= 5.613
		CD	= 3 min

<b>X</b>	<b>=N x TKo x WPo</b>	<b>Y</b>	<b>=N x TKv x WPv</b>	<b>Z</b>	<b>=JKc/o x CD</b>
	=15.264 x 0,41 x 28		=15.264 x 0,58 x 5		=5.613 x 8
	=156.456 Min		=44.266		=16.839

Time needed to clean the whole room:

$$\begin{aligned} X + Y + Z &= 156.456 + 44.266 + 16.839 \\ &= 217.561 \text{ Minutes (per year) atau } 1.026 \text{ Minutes (daily)} \end{aligned}$$

Based on the formula above, it can be seen that the time for cleaning occupied rooms, vacant rooms, and check-out rooms in the January-July period is 217,561 minutes, while for the one-day period it is 1,026 minutes. Meanwhile, from the results of interviews with HRD, it was known that the room attendant's productive time was obtained from a reduction of 420 minutes of work time in one shift with the room attendant's ineffective working time at work. The ineffective time is 120 minutes, namely (1) briefing for 30 minutes; (2) work preparation for 15 minutes; (3) transportation for 15 minutes; and (4) rest for 60 minutes. To find out the productive time of the room attendant's work, it can be determined using the formula  $M - P = WPT$  with the statement "M" is the room attendant's working time; "P" is the room attendant's ineffective time; "Wpt" is the productive time of room attendant work, so the result is  $M - P = WPT$  ( $480 - 120 = 360$  minutes). Furthermore, to find out the number of room attendants needed in accordance with the room occupancy rate is to divide the amount of time cleaning the room per day by the amount of productive time the room attendant works as follows:

Total cleaning time per day	=	1.026 minute
Productive cleaning time	=	360 minute
Total room attendant needed	=	1.026:360
	=	2,85 or 3 persons/shift

Therefore, it can be seen that the number of room attendants should be 3 people who are on duty in the operational process of cleaning guest rooms in one shift on the morning

shift. Thus, it can be calculated that the number of rooms that must be cleaned by the room attendant is the total number of rooms to be cleaned (56 rooms) divided by the number of room attendants (3 people) which is 18 rooms per person.

#### **D. CONCLUSION AND SUGGESTIONS**

Based on the results of the study, it can be concluded that the room occupancy rate at Hotel Imara Palembang for the January-July period is 41% with information on the number of available rooms as many as 15,264 rooms, 6,272 occupied rooms, 5,613 empty rooms, and 8,989 empty rooms. Based on the results of the formula used, the suitability of the number of room attendants at Hotel Imara Palembang can be said to be not in accordance with the occupancy rate of rooms at Hotel Imara Palembang. Hotel Imara Palembang has two room attendants, while the results of calculations using the formula show that the room occupancy rate at Hotel Imara Palembang requires three room attendants to carry out the operational process of cleaning guest rooms efficiently.

The advice that can be given is that the hotel feels the need to add the number of room attendants at the Imara Palembang Hotel, because the average occupancy rate per day at the Imara Palembang Hotel is 41%. With only two room attendants, they are considered unable to carry out room cleaning operations efficiently in accordance with standard operating procedures and the time set in one work shift.

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