The Role of Room Attendant Supervisor in Improving The Quality of Room Attendant Work at Sthala A Tribute Portfolio Hotel Ubud Bali

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Submission History:
Submitted: August 4th, 2023
Revised: August 21st, 2023
Accepted: September 12th, 2023
Available Online: December 31st, 2023

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Abstract
The successful development of the tourism industry must be supported by facilities to satisfy and provide tourism services, including hotels, to tourists. However, during COVID-19, there was a reduction in the workforce and the number of linens, which resulted in less quality in the workforce and made guests complain because they felt less clean and comfortable. Supervisors play a significant role in improving the quality of room attendant work, the quality of service, and the smooth operation of hotel work. This study aims to determine the role of the room attendant supervisor in improving the quality of the room attendant’s work, to find out the constraints of a room attendant supervisor in improving the quality of the room attendant’s work, and to find out the efforts of the room attendant supervisor in overcoming these obstacles in improving the quality of the room attendant’s work at Sthala, a Tribute Portfolio Hotel in Ubud, Bali. The method used is descriptive-qualitative. Data were collected from primary and secondary sources using observation, interviews, and documentation. The data were analyzed utilizing presenting results analysis to clarify what was obtained at the hotel. The results of this study indicate that supervisors must replace tools that need to be fixed. To improve the work discipline of their subordinates, supervisors must provide direction to their subordinates so that they can always report if there is a shortage of linen at work.

Keywords: Improving Work Quality, Role of Supervisor, Room Attendant.
INTRODUCTION

Tourism is a journey from one place to another, whether temporary or carried out by individuals or groups, in an effort to find balance, harmony, and happiness with the environment in its social, cultural, natural, and scientific dimensions. According to Wahid (2015), Bali is famous in foreign countries with various nicknames, including the island of paradise, the island of thousand temples, and the island of gods. The nickname was given because Bali has a wealth and diversity of very beautiful nature, cultural diversity, various traditions that exist in society, and of course, a friendly and polite society. Therefore, Bali has its own charm for tourists. The tourist attractions located in Bali are one of them in Gianyar City, Ubud District, where Ubud is one of the tourist attractions visited by many tourists because it has many tourist attractions, one of which is the monkey forest, swing place, campuhan ridge walk, rafting, and also luak coffee. In addition, Ubud is also a city of art, where there are many dance artists, painters, and craft makers. Usually, many tourists want to watch kecak dances, and until now, many tourists have also wanted to learn about art.

The successful development of the tourism industry must, of course, be supported by facilities such as accommodation and human resources with the ability to satisfy and provide tourism services to tourists. Employees who serve guests are not only in the Front Office Department and the food and Beverage Department. The housekeeping department at Sthala, a Tribute Portfolio Hotel in Ubud, Bali, also provides services to guests at the hotel. For this reason, in order to develop in the modern and advanced world of the hospitality industry, good cooperation is needed.

According to Sulastiyono (2011: 109) the duties and responsibilities of the Housekeeping Department are to secure, maintain, and clean all areas in the hotel, both in the public area, guest room, office, and administration section, toilets, meeting rooms, restaurants, and special places for employees, as well as the beauty and comfort of the entire area.

Sthala, a Tribute Portfolio hotel in Ubud, Bali, is a hotel that offers luxury amidst natural beauty. Located on Jl. A.A. Gede Rai Mawang Kelod, Lodtunduh, Ubud, Gianyar, Bali. It is the only hotel in Ubud that combines leisure and corporate meeting segments. Sthala, a Tribute Portfolio hotel in Ubud, Bali, was originally named Prama Sthala Ubud and is under the auspices of Aerowisata Hotels and Resorts.
During the development process that lasted until July 2016, Sthala was taken over by Starwood Hotels & Resorts, so the name was changed to Sthala, a Tribute Portfolio Hotel Ubud Bali, which itself is a special collection that includes independent hotels with various rewards for SPG (Starwood Preferred Guest) members. In 2016, Marriott International acquired Starwood Hotels & Resorts Worldwide, so that until now Sthala, a Tribute Portfolio Hotel, and Ubud Bali by Marriott Bali are under the auspices of Marriott International.

The role of the Room Attendant Supervisor on the quality of Housekeeping Department services at Sthala a Tribute Portfolio Hotel Ubud Bali and the role of supervisors in improving the quality of room attendant work have a great influence on the quality of service in the smooth operation of hotel work, especially in the Room Section in the Housekeeping Department. According to Erik Setiawan, room attendant supervisor, as for the obstacles faced, the main obstacle faced is the lack of labor because there are several employees who were laid off during COVID-19, so at this time the number of room attendants is 5 people, 2 room attendant supervisors, and the lack of linen, so that when occupancy increases, the staff uses linen that has been used before, making guests complain because of the lack of linen and feel less clean and comfortable. This can be overcome by recruiting new employees and submitting proposals for the addition of linen. The efforts made by the Supervisor to improve the quality of Housekeeping services include holding training once a month and stimulating the direction and motivation of Room Attendants. Therefore, the authors are interested in discussing the role of supervisors in improving the quality of room attendant work at Sthala a Tribute Portfolio Hotel Ubud, Bali.

THEORETICAL BASIS

According to Arismayanti (2015), tourism is a tourist trip that is carried out repeatedly, either in a planned or unplanned manner, and can produce a total experience for the perpetrator. From this understanding, it is explained that tourism activities are activities that visit a place to gain new experiences.

Burkat and Medlik (in Heryati, 2019: 59) state that tourism is the movement of people temporarily and in a short period of time to destinations outside the place where they usually live and work and their activities during their stay at that destination.

A hotel is a place to stay consisting of several or many rooms that are rented out to the general public for certain times and provide food and drinks for its guests (Hurdawaty and Parantika, 2018: 7). According to Munandar (2011: 118–119), a type of accommodation that uses part or all of the building to provide lodging, food, and beverage services, as well
as other supporting services for the public that are managed commercially. Based on the
definition of the experts above, it can be concluded that the hotel is a service business that is
a means of supporting tourism activities, where management is carried out professionally
and supported by a workforce that has good skills in the field of hospitality. According to
Gayatri (2005), a hotel is a vehicle for public lodging for tourists or travelers by providing
room service facilities, food and beverage facilitators, and accommodation on payment
terms. Based on the above understanding, it can be concluded that the definition of a hotel is
a company that is managed to provide lodging, food, and beverage facilities and services to
guests, as well as other services, in a professional manner for the commercially managed
public.

Hotel Sthala: A Tribute Portfolio Hotel Ubud Bali is one of the resort hotel types
because it has luxury amidst natural beauty. According to Anjan Nurul Iman, Tourism Studies
Journal (2021: 38), the role of the room supervisor is as a supervisor, but in addition to that,
he must also carry out other roles with his leadership abilities and human skills. In addition,
a room supervisor is able to influence his subordinates to behave in line with the
department’s mission for the success of the company.

According to Indro Susilo (2018: 2), as for the function of the room attendant
supervisor, a supervisor is under the manager and above the staff. Supervisors are governed
by a manager, and staff are governed by supervisors. So whatever happens to the division of
a staff work group under the supervisor’s authority and responsibility,

A supervisor is a position that helps a manager. In this case, the manager is given
direct authority by the head of a company to supervise the ranks of his subordinate positions.
With a large number of employees in a company, this supervision cannot be carried out by
the manager alone. Therefore, a manager assigns a supervisor to supervise the performance
of his subordinates.

A supervisor must provide training to staff; staff who enter at the beginning of their
work are required to attend task training in accordance with company standard activities.
Here, the supervisor’s function is to provide training to the newly entered staff employees;
later, the supervisor will release the training if the new employee is proficient in carrying
out his duties.

According to Ilham Fikriasyah (2022: 23), the role of the room supervisor is as
follows: A supervisor must plan a daily work schedule for the company. At the same time, he
must also divide the work among many workers according to their abilities. Organizing a
room Supervisors are able to determine the division of tasks among room attendants so that
it is easier to coordinate their subordinates. By directing, room supervisors are able to train and provide good guidance to their subordinates and remain fair and disciplined with all room attendant staff. A controlling room supervisor is in charge of overseeing the smoothness or continuity of work for his subordinates. As well as checking the results of the work of the room attendant after completion. Motivating room supervisors who are able to encourage their subordinates to work well and confidently so that room attendants become enthusiastic about working happens everywhere, both in large and small hotels.

According to Srimaharani (2021: 22), Room attendant work quality is a professional human resource for a manager to provide good service in order to create guest satisfaction. Hotels are expected to have quality performance for smooth operations. The department that has an important role is the Housekeeping Department. Housekeeping is divided into several sections, one of which is the Room Section, which is responsible for the cleanliness, comfort, beauty, and safety of the guest room. The officer is called the Room Attendant.

In responding to this, the right strategy is needed to maintain the quality of the rooms that will be sold to guests. The strategy for maintaining the quality of room attendant performance during the high season at the hotel is that the room attendant must work according to the Standard Operating Procedure that applies in order to create guest satisfaction. Hotel management also provides rewards and job training to employees who work according to standards in order to reward their work and support quality performance and smooth operations.

We can measure the quality of work from employee perceptions of the quality or workload, whether it is in accordance with their abilities or skills. If employees are able to complete their work quickly or on time in accordance with company regulations, then the quality of work can be said to be good. The quality of employee work can also be seen from the quality of work completion, whether the results are good or bad.

Time efficiency: an employee can be said to have good time efficiency if he is able to maximize the time available. A good employee is able to use his time as efficiently as possible, for example, in the discipline of attendance, arriving on time, and completing work deadlines. This dimension is measured in a way that is correct, transparent, and accountable.

METHODS

Research is carried out from December 2022 to March 2023, when the author begins to collect data that will be needed in writing this paper. Starting from data about hotel
information and the role of room attendant supervisors in improving the quality of Room attendant work at Sthala, a Tribute Portfolio hotel in Ubud, Bali.

The research instrument comes from the observation checklist, which is a list of things that are observed to find out the problems that will occur in the hotel, especially in the housekeeping department in the supervisor section, as well as checking the facilities and activities that exist at Sthala, a Tribute Portfolio Hotel, Ubud Bali, from documentation, and the interview list is a question that will be answered by the supervisor. will be given to sources related to the matter under study.

Presentation of data analysis results in this study using narrative analysis or narrative text is necessary because in this study one of the instruments is an interview to obtain research data at Sthala, a Tribute Portfolio Hotel in Ubud, Bali. The role of supervisors in improving the quality of room attendant work How is the role of a supervisor in improving the quality of room attendant work at Sthala, a Tribute Portfolio hotel in Ubud, Bali? What obstacles are faced by supervisors in improving the quality of room attendant work at Sthala, a Tribute Portfolio hotel in Ubud, Bali? How does the supervisor overcome these obstacles in improving the quality of room attendant work at Sthala, a Tribute Portfolio Hotel in Ubud, Bali?

RESULTS AND DISCUSSION

Based on the results of research conducted by the author at Sthala, a Tribute Portfolio Hotel in Ubud, Bali, it can be seen that the role of the supervisor is as a director, supervisor, and controller. Besides that, it must also carry out an important role with the ability of human skills possessed. Besides that, a room supervisor must be able to direct his subordinates to behave in line with the department’s mission for the success of the company. Supervisors are able to have concepts in thinking and providing ideas; besides that, a supervisor must also have generalist abilities because he must be able to know how his subordinates behave. Supervisors always provide brewing to their subordinates before operations begin, carry out division of labor so that they can coordinate their subordinates, are able to provide good direction to room attendants both in behavior and honesty, and always direct them to prioritize clean grooming because, in addition to maintaining room cleanliness, grooming is also very important to providing satisfied service to guests.

The role of a supervisor, of course, is always to provide direction and a good example to his subordinates in doing work in order to get good results, but there are still some problems regarding the quality of room attendant work, including that since COVID-19 there
have been several room attendants who have been laid off, so that at this time Sthala, a tribute portfolio hotel in Ubud, Bali, has a small number of room attendants, therefore making the quality of room attendant work reduced because when occupancy increases the room supervisor must intervene to help room attendants provide rooms.

Lack of linen availability during occupancy increases so that it makes room attendants work slowly and force them to use linen that has been used by re-ironing it to make it look neat so that all rooms can be completed in a timely manner. The quality of work of room attendants at Sthala, a Tribute Portfolio Hotel in Ubud, Bali, always uses work operational standards set by management in improving the quality of work of room attendants. A supervisor must know what obstacles are faced by room attendants so that it is easier to determine what efforts must be made in improving the quality of work of room attendants. These problems are usually caused by miscommunication between staff and supervisors or a lack of professional staff at work. These efforts include increasing communication between staff and supervisors. Supervisors must provide daily workers for room attendants and increase the stock of equipment and linen.

**CLOSING**

Based on this research, the author can conclude that the important role of the supervisor in improving the quality of room attendant work at Sthala, a Tribute Portfolio Hotel, Ubud Bali is The role of a supervisor in improving the quality of room attendant work at Sthala, a Tribute Portfolio Hotel, Ubud Bali can be seen that the role of the supervisor is as a director, supervisor, and controlling besides that it must also carry out an important role with the ability of human skills possessed besides that a room supervisor must be able to direct his subordinates to behave in line with the department's mission for the success of the company.

The obstacles faced by the supervisor are that a supervisor must be able to understand the character of his subordinates because sometimes there are employees who have personal problems brought to the workplace. The way the supervisor overcomes the obstacles to the quality of the room attendant’s work there the role of the supervisor must be able to provide good direction to his subordinates to encourage his subordinates to work professionally so that they can sort out which personal problems with which obligations must be completed and work with confidence.

The suggestions that the author wants to convey regarding the role of supervisors in improving the quality of work of room attendants at Sthala, a Tribute Portfolio Hotel, Ubud
Bali, namely the supervisor to maintain his way of working by tightening supervision of employees, always controlling his subordinates in order to always get good quality work. In overcoming the obstacles contained in the quality of work of room attendants, it is hoped that the supervisor will improve the ability of umenis (humanity) to better know the character of the nature of employees so that there are no more employees who do unprofessional work because of employees who bring personal problems to the workplace. Supervisors are expected to always ensure the number of employees, daily workers, and trainees so that there is no labor shortage when the situation during occupancy increases, supervisors always do a final check to ensure the cleanliness, beauty, neatness, comfort, and completeness of the guest room so that guests feel satisfied with the services provided.

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