

Standard of Four-Star Hotel Toilet Hygiene in Palembang

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ABSTRACT

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Since hosting the Sea Games and Asean Games, Palembang has become one of the tourist destinations in Indonesia. To support its role as a tourist destination, the existence of accommodation is clearly needed. The study was conducted to find out the standards of public toilet hygiene, which is one of the most important parts of a hotel. There are five hotels that are used as qualitative research objects. Data is taken through interviews, surveys and literature studies. The results obtained state that the standard in each hotel is perfect with a value of one hundred each. The advice given is that the cleanliness that has been achieved should be maintained.



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A. INTRODUCTION

Since hosting the Sea Games and Asian Games some time ago, Palembang has become a tourism destination to be reckoned with. For this reason, all components of society, hoteliers, culinary entrepreneurs and the government must prepare themselves to provide special services and facilities to guests. This situation must of course be supported by accommodation facilities where guests stay. Standardization of facilities and including the cleanliness of hotels in the city of Palembang, especially the cleanliness of public toilets (public area toilets) for star-class hotels, whether they have met the toilet hygiene standards to the maximum or still have to improve the quality of cleanliness so that the hotel can provide excellent service to all guests who stay.

In general, management in a star hotel has a procedure for the division of tasks assigned to its employees, in this particular case, employees who are responsible for the cleanliness of the public area environment in the hotel area are the houseman or toilet attendant (Pereira, 2015). However, sometimes there is a lack of supervision of these

employees, and as a result, the work of hotel employees who are responsible for cleanliness is less than optimal, especially management as a whole does not pay attention to the cleaning support facilities. On this basis, a study was conducted to see the cleanliness standards of public area toilets which aim to welcome hotel guests by providing excellent service, which is a duty and responsibility regulated by the housekeeping department. As for some of the duties and responsibilities of housekeeping, according to Rumeckso (2009) are as follows:

1. maintaining the cleanliness, tidiness, beauty and comfort of the hotel area
2. providing satisfactory service to guests so that guests feel satisfied when visiting or staying at the hotel
3. managing preparation, arrangement and maintenance of hotel rooms

Hotels as providers of accommodation services and supporting facilities where guests stay overnight must provide good service in order to increase income with the number of guests visiting to stay or to enjoy other supporting facilities such as restaurants, swimming pools, fitness, and others. Kotler and Armstrong (2001) define services as activities or benefits offered by one party to another that are essentially intangible and do not result in any ownership. Service is an activity that has some elements of intangible (intangibility) which involves some interaction with consumers or property in their ownership and does not result in a transfer of ownership. In addition to good service quality, facilities also play a role in attracting consumers (Desembrianita & Ruslin, 2018).

In hotel management, the housekeeping department is included in the room division whose position is an important part in providing services to guests, this is because the housekeeping department is the part that is responsible for maintaining cleanliness, tidiness, beauty and comfort throughout the hotel area, both outside the building and inside the building and one of the sections is the Public Area (Rumeckso, 2009).

Public Area in hotel management must be considered in order to support excellent service which aims to make guests feel comfortable and at home to linger at the hotel. For this reason, hotel management must have good standards of cleanliness and equipment, and check regularly using the employee performance control system in charge of cleaning the public area environment, in this case especially the toilets which are often neglected because their position is far from direct management observation ((Sukmana & Sulityani, 2017; Cristianto, 2019; Pratama, 2019) One of the Public Area subsections is the Houseman who is responsible for the cleanliness of the hotel's public toilets. The employee who specifically maintains the cleanliness of the hotel's public toilets is a toilet attendant. The main function of a toilet attendant is to be responsible for the cleanliness and maintenance of public toilet rooms as well as the back office and locker rooms, running comfortable and pleasant housekeeping services in accordance with specified standards and procedures (Wishnu, 2005).

The cleanliness standards of hotel toilets must meet the criteria for total cleanliness such as: (1) there is no unpleasant odor in the toilet room, (2) the toilet is equipped with a blower/air circulation with the position above the ceiling in the correct position, (3) none moss, water scale or fungus attached to the floor, urinal, and toilet bowl, (4) there is no puddle of water on the toilet room floor even though it has been cleaned but the condition must remain dry, (5) the walls of the toilet room are clean and dry, (6) there is no garbage in the trash can ah that is closed, (7) make sure the trash can is closed and better with plastic in it, (8) toilet accessories such as tissue are neatly arranged/rolled, (9) wash bassin is clean and dry, (10) a control checklist is available cleanliness that is

always filled every day and placed in the toilet / behind the entrance to the toilet room (Sunarsa & Darmawijaya, 2014; Widyanti, Anggreni, Sumardiana, Yasti, & Kurniansah, 2020).

In addition to working operating standards that are properly applied, of course, monitoring of employee performance must be carried out regularly. Supervision is carried out by the toilet attendant's direct supervisor, namely the Public Area Supervisor. To make it easier to check the performance of employees, especially the cleaning staff of the guest bathroom/toilet by using a checklist that must be filled in the toilet room which is usually placed behind the entrance to the toilet room.

The cleanliness of the toilet certainly cannot be separated from the principles of good hygiene and sanitation. Sanitation is an important thing that must be considered by hotel management, especially in the toilet area. Sanitation has benefits in a hotel environment. Sanitation is a method of supervision that focuses on monitoring several environmental factors that may affect the degree of public health (Ikhtiar, 2017; Gafar 2018)

B. METHODS

This study uses a descriptive method with the following stages; (1) Survey, in which the researcher conducts a direct survey of five-star hotels in the city of Palembang, then provides an assessment/scoring by using an assessment indicator with the highest total score of 100 where each rating standard is given an assessment number, then from all items listed an assessment is carried out in total and calculated on the average of the 21 star hotels that the survey results took, whether the average value is below 80 or above 80, (2) Interview. The researcher gave direct interviews to the cleaning staff to ensure whether the completeness of toilet hygiene was available and always checked regularly

Indicators or reference values or points on the conditions and facilities of public toilets in each of these five-star hotels with details of the indicators are;

a. The condition of the toilet floor with a standard value = 15, with details of the following conditions:

- Clean and dry floor, value = 15
- The floor is clean but wet, value = 5

b. Condition of air circulation in the toilet with a standard value = 15, with the following conditions:

- There is an exhaust fan in the toilet, value = 15
- There is only ventilation without exhaust fan in the toilet, value = 5

c. Availability of trash bins, with a standard value of = 20, with the condition of the trash bin as follows:

- Garbage bin with cover, value = 20
- Open type garbage bin, value = 5
- Open type garbage bin, dirty condition, value = 5

d. The condition of the toilet bowl with a standard value = 20, with the following details:

- The toilet bowl is clean and has no dirt in it, and there is no water scale or the like, value = 20

e. Toilet support facilities, with standard value = 15 with the following details:

- Equipped with room deodorizer and tissue, value = 15
- Only tissue without air freshener, with a value = 5

f. Availability of toilets checklist, with standard value = 15, with the following details:

- Checklist toilets are available and run on schedule, value = 15
- Toilet checklist available, but not routinely run, value = 5

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If one hotel has met all the assessment criteria described above, then the total value obtained by the hotel management is 100.

C. RESULT AND DISCUSSION

After conducting a direct survey of the 4-star hotels in Palembang City, the results obtained with a description of the condition of the hotel's public toilets (public toilet area) are as follows:

The Alts Hotels	Floors clean, Dry	Nilai = 15	Total
	There is an Exhaust Fan	Nilai = 15	
	Closed Garbage Trash	Nilai = 20	
	Clean Toilet Bowl	Nilai = 20	
	There are tissue and room fragrance	Nilai = 15	
	There is Toilet Checklist	Nilai = 15	
	Total Score		100
The Zuri Hotel	Floors clean, Dry	Nilai = 15	
	There is an Exhaust Fan	Nilai = 15	
	Closed Garbage Trash	Nilai = 20	
	Clean Toilet Bowl	Nilai = 20	
	There are tissue and room fragrance	Nilai = 15	
	There is Toilet Checklist	Nilai = 15	
	Total Score		100
101 Hotel	Floors clean, Dry	Nilai = 15	
	There is an Exhaust Fan	Nilai = 15	
	Closed Garbage Trash	Nilai = 20	
	Clean Toilet Bowl	Nilai = 20	
	There are tissue and room fragrance	Nilai = 15	
	There is Toilet Checklist	Nilai = 15	
	Total Score		100
Grand Inna Daira Hotel	Floors clean, Dry	Nilai = 15	
	There is an Exhaust Fan	Nilai = 15	
	Closed Garbage Trash	Nilai = 20	
	Clean Toilet Bowl	Nilai = 20	
	There are tissue and room fragrance	Nilai = 15	
	There is Toilet Checklist	Nilai = 15	
	Total Nilai		100

After summing the total value in each hotel, the average value for public toilet hygiene is the total average value of 100. This means that the research conducted by the team directly on the 4-star hotel is good.

From the result above, we may also conclude that public toilet cleanliness considered important by guess. It could be one of the main reason why these four star hotel considered to have the best rating in Palembang.

D. CONCLUSION AND SUGGESTIONS

By obtaining an average value of 100, this indicates that the standard of cleanliness of public toilets has met the cleanliness standards of star hotels, the completeness of the toilets has also met the standards of star hotels such as the availability of trash bins, exhaust fans that function for air circulation so that the toilet room is not stuffy, as well as equipped with air fresheners, and hotel management has used a checklist to monitor the performance of employees in charge of cleaning and checking the condition of the hotel's public toilets on a regular basis.

After checking or surveying the cleanliness of the public toilets of five-star hotels in the city of Palembang, we provide input or suggestions to the hotel management that the cleanliness of public toilets is an area that must be kept clean regularly by using a toilet checklist that functions to see the performance of employees on duty. or responsible for the cleanliness of hotel public toilets, besides that management must meet the standards and facilities for the cleanliness of star hotels, for example, to maintain air circulation in the toilet room so it is not stuffy and smelly, the hotel must equip it with blowers and air fresheners, as well as garbage bins of various types. closed to make it look clean and tidy.

We also state that this hotel toilet bowl is no longer feasible, it should be replaced with a new one because the water crust or moss attached to the toilet bowl cannot be cleaned with any tools or chemical products, and to anticipate that this condition does not occur, the management must take action. control or check cleanliness regularly by using the toilet checklist which also functions as a control on the performance of hotel employees who are responsible for the routine cleanliness of five-star hotel public toilets.

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