

The Role of Room Attendants and Room Cleaning Standard Operating Procedures (SOPs) in Improving Employee Performance in the Housekeeping Department

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Information Article

History Article

Submission: 26-05-2026

Revision: 18-06-2026

Published: 02-07-2026

DOI Article:

10.62421/jibema.v4i1.392

ABSTRACT

This study focuses on the role of room attendants and room cleaning standard operating procedures in improving the performance of housekeeping department employees at the Sibayak International Hotel in Baerastagi, Karo Regency. The research method used was qualitative, using observation and interviews. Interviews were conducted with supervisors and room attendants. The results indicate that room attendants play a crucial role in maintaining room cleanliness, guest comfort, and satisfaction at the hotel. However, several obstacles remain in the implementation of standard operating procedures in the field. High occupancy rates increase the number of rooms to be cleaned, resulting in limited working time and operational equipment. This results in the ineffectiveness of SOPs. This study provides recommendations for improving compliance with standard operating procedures to ensure optimal guest cleaning services. Implementing standard operating procedures can improve room attendant performance.

Kata Kunci: Room Attendants, Standard Operating Procedures, Hotel, Employee Performance

Acknowledgment

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INTRODUCTION

Hotels, as one of the main accommodation facilities, play a significant role in the development of the tourism industry because they serve as places where tourists stay during their travels. In addition to providing accommodation, hotels have also become venues that reflect increasingly modern lifestyles. Today, hotels offer a wide range of facilities, including culinary services, beauty and fashion amenities, and business meeting venues.

Karo Regency, located in North Sumatra, is one of the highland regions that holds a strategic position in Indonesia's national tourism map. Situated at an altitude of approximately 1,300 meters above sea level, the region is well known for its cool climate and iconic natural scenery, dominated by the presence of two active volcanoes, Mount Sibayak and Mount Sinabung. These geographical conditions make Tanah Karo, particularly the town of Berastagi, a favorite destination for both domestic and international tourists seeking relaxation and nature-based tourism (Nurbeti, 2025).

The region's fertile volcanic soil has made Karo the largest producer of fruits and vegetables in North Sumatra. This agricultural advantage attracts a steady flow of tourists, which directly contributes to higher hotel occupancy rates. Furthermore, the unique culture of the Karo ethnic group adds to the region's appeal. As an area rich in Karo traditions and customs, local hospitality should be integrated with international service standards. The growth of the tourism sector in Tanah Karo requires the local hotel industry to compete with international service standards while preserving its cultural identity. Tourists visiting Berastagi have high expectations regarding comfort and cleanliness, considering that hotels in cooler climates primarily function as warm, comfortable, and hygienic places for rest and shelter (Sintong et al., 2026).

Berastagi is one of the leading tourism areas in Karo Regency, characterized as a highland destination with a cool climate and captivating scenery. Its strategic location, approximately 60–70 kilometers from Medan, makes it easily accessible and a popular destination for travelers seeking an escape from urban life. Berastagi is also famous for its agro-tourism and culinary attractions. The fruit market has become an iconic destination where visitors can enjoy fresh highland fruits such as oranges, passion fruit, and strawberries. This activity provides a unique experience while introducing tourists to the region's agricultural potential. In addition, traditional Karo cuisine serves as an additional attraction that enriches the overall tourism experience. From a cultural perspective, the Karo community in Berastagi maintains a rich heritage, including traditional houses, customary ceremonies, local arts, and handicrafts. These cultural assets make Berastagi not only a natural tourism destination but also a cultural tourism destination that offers educational value to visitors (Kania & Setiobudi, 2023).

Tourism development in Berastagi has shown a positive trend over the years, as indicated by the increasing number of tourist arrivals and the growth of supporting facilities such as hotels, restaurants, and transportation services. The local government continues to promote tourism potential through marketing efforts, infrastructure development, and improvements in service quality. With its abundant tourism resources, Berastagi plays an important role in supporting the tourism sector of North Sumatra. The combination of natural beauty, cultural richness, and good accessibility makes Berastagi a competitive and continuously developing tourist destination. This situation also creates significant opportunities for tourism-supporting sectors, including the hotel industry, to continuously improve service quality in order to meet tourists' needs and expectations (Siregar et al., 2023).

One of the hotels located in Karo Regency is Sibayak International Hotel Berastagi, which adopts a resort-style accommodation concept featuring a green environment, spacious gardens, and cool mountain air that provide a relaxing atmosphere for guests. The hotel offers facilities suitable for family vacations, and its design and atmosphere incorporate many elements of Karo culture, both in its architecture and service practices. The hotel attracts visitors not only because of its facilities but also

because of its strategic location with scenic mountain views, including Mount Sibayak. The surrounding environment strongly supports tourism activities such as nature tourism (mountain climbing, hot springs, and plantations), Karo cultural tourism, and the enjoyment of traditional Berastagi cuisine (Kania & Setiobudi, 2023).

Among the facilities that receive the greatest attention from guests are the guest rooms. Sibayak International Hotel Berastagi offers several room types, each with different facilities and amenities (Yuspasari & Faisal, 2022). One department that plays a crucial role in providing services to guests is the Housekeeping Department. This department is responsible for maintaining cleanliness, comfort, completeness, attractiveness, and sanitation standards both inside and outside the hotel, which are essential factors influencing customer satisfaction. According to Rumecko (2001), as cited in Yuspasari and Faisal (2022), housekeeping is derived from two words: house and keeping, where house means home and keeping means maintaining or caring for. Therefore, housekeeping can be defined as a department within a hotel that is responsible for ensuring the cleanliness, tidiness, beauty, and maintenance of guest rooms and all other hotel areas, both indoors and outdoors, so that guests and employees can feel safe and comfortable during their stay (Yuspasari & Faisal, 2022).

Sibayak International Hotel is one of the largest four-star hotels in Berastagi, Karo Regency, located on Jl. Merdeka, Gundaling I, Berastagi District, Karo Regency, North Sumatra. The selection of Sibayak International Hotel Berastagi as the research subject provides an opportunity to gain deeper insights into consumer preferences and expectations within the local tourism market of Tanah Karo. This enables the research to generate findings that are more relevant and beneficial for hotel management as well as the hospitality industry in general (Nurbeti, 2025).

In the hospitality industry, service quality significantly influences the performance of employees, particularly those in the Housekeeping Department. Therefore, to improve employee performance, room attendants must adhere to standard operating procedures (SOPs) to ensure high-quality work outcomes. Fauziah (2023), as cited in Lamus (2025), states that the quality of service provided has a substantial impact on guest satisfaction and the hotel's reputation (Lamus, 2025).

Sibayak International Hotel Berastagi has established standard operating procedures determined by hotel management. However, although these SOPs have been implemented as work guidelines, their application in practice has not yet been fully optimized. This can be observed from the work performance of room attendants, such as uneven room cleaning, the presence of leftover trash in certain areas, and negative reviews posted by guests on digital platforms. Some guests have complained about inadequate room cleanliness, including dirty bathrooms, stained bed sheets, and cigarette butts found under windows. These conditions indicate that some room attendants have not fully implemented the

established SOPs in their daily operations. Consequently, this situation affects employee performance and guest satisfaction levels.

Considering that some employees have not consistently applied room-cleaning SOPs, supervisors need to conduct evaluations and provide training programs to improve room attendants' understanding of standard operating procedures. Such efforts are expected to enhance employee performance more effectively. A better understanding of the role of room attendants in implementing SOPs can contribute to improving the performance of Housekeeping Department employees. Based on the background and issues discussed above, it can be seen that there is still a gap between the established room-cleaning SOPs and their implementation in practice, which ultimately affects the performance of housekeeping employees (Nurbeti, 2025).

RESEARCH METHOD

This study adopted a qualitative research design. Data were collected from both primary and secondary sources (Yoety, 2025). The research was conducted between February and April 2026 at Sibayak International Hotel Berastagi, located on Jl. Merdeka, Gundaling I, Berastagi District, Karo Regency, North Sumatra. The study population and sample consisted of eight room attendants and four supervisors employed at the hotel. The interview participants included room attendants, who are directly responsible for guest room cleaning activities, and floor supervisors, who evaluate and monitor the performance of room attendants. Therefore, both room attendants and floor supervisors served as key informants in this study. The data were analyzed using qualitative data analysis techniques, which included data collection, data reduction, data display, and conclusion drawing.

RESULTS AND DISCUSSION

RESULTS

Based on the interviews conducted by the researcher with supervisors as evaluators of Room Attendants' performance and with Room Attendants as the employees responsible for carrying out room-cleaning duties, the findings obtained in this study are presented in the following table.

Table 2. Interview Results with Supervisors

No.	Question	Responses
1	What are the main duties that must be performed by a Room Attendant?	<p>Topan: Cleaning guest rooms in accordance with the hotel's Standard Operating Procedures (SOPs) and ensuring that rooms are ready for guest use.</p> <p>Asrian: Maintaining the cleanliness and appearance of guest rooms and ensuring guest comfort during their stay.</p> <p>Andi: Maintaining room cleanliness and providing friendly service to guests.</p> <p>Marudut: Cleaning guest rooms and all assigned work areas while ensuring guest comfort and satisfaction.</p>

No.	Question	Responses
2	How important is the role of a Room Attendant in maintaining guest satisfaction?	<p>Topan: Very important because room cleanliness is one of the primary aspects used by guests to evaluate a hotel.</p> <p>Asrian: The role of a Room Attendant is very important because they provide housekeeping services for guests.</p> <p>Andi: Room Attendants are essential because guest comfort is closely related to room cleanliness.</p> <p>Marudut: Very important because the performance of Room Attendants influences the hotel's image and overall service quality.</p>
3	To what extent do Room Attendants comply with the room-cleaning Standard Operating Procedures when cleaning guest rooms?	<p>Topan: Room Attendants generally comply with the room-cleaning SOPs.</p> <p>Asrian: All Room Attendants have complied with the room-cleaning SOPs so far.</p> <p>Andi: Room Attendants demonstrate a high level of compliance with the room-cleaning SOPs.</p> <p>Marudut: Room Attendants have generally complied with the room-cleaning SOPs.</p>
4	During periods of high occupancy, do Room Attendants continue to clean rooms according to the established SOPs?	<p>Topan: Although occupancy levels are high, Room Attendants are instructed to follow SOPs. However, in practice, some become less consistent during high occupancy periods, although cleanliness remains the main priority.</p> <p>Asrian: During high occupancy periods, some Room Attendants may not fully follow SOPs; however, they are encouraged to perform their duties to the best of their abilities.</p> <p>Andi: Under high occupancy conditions, some Room Attendants work more quickly, but the quality of cleanliness is still maintained.</p> <p>Marudut: During high occupancy periods, some Room Attendants do not fully follow SOPs due to limited time and increased workloads.</p>
5	What challenges are commonly encountered in the implementation of SOPs in daily operations?	<p>Topan: During high occupancy periods, the number of rooms that must be cleaned increases, causing some SOP procedures to be overlooked.</p> <p>Asrian: Insufficient cleaning equipment and linen during busy operational periods.</p> <p>Andi: Guests who check out late may delay the room-cleaning process.</p> <p>Marudut: Increased workloads lead to employee fatigue, resulting in inconsistency in following SOPs during room-cleaning activities.</p>
6	How is the performance of Room Attendants evaluated in this hotel?	<p>Topan: Performance is evaluated based on room cleanliness and neatness.</p> <p>Asrian: Supervisors directly inspect the work completed by Room Attendants before rooms are designated as Vacant Clean (VC).</p> <p>Andi: Performance is evaluated based on room cleanliness and the ability to prepare clean rooms before the scheduled check-in time.</p> <p>Marudut: After room cleaning is completed, supervisors assess the cleanliness of the room. If any area does not meet SOP standards, the Room Attendant is instructed to re-clean</p>

No.	Question	Responses
		the room.
7	What are the main indicators used to evaluate Room Attendant performance?	<p>Topan: Compliance with hotel standards.</p> <p>Asrian: Speed and accuracy in completing tasks.</p> <p>Andi: Discipline, responsibility, and teamwork.</p> <p>Marudut: The absence of negative comments or complaints from guests regarding room cleanliness.</p>
8	Have Room Attendants carried out all instructions given during the morning briefing?	<p>Topan: So far, all instructions have been implemented in the field.</p> <p>Asrian: Yes, although implementation is not always optimal during periods of high occupancy.</p> <p>Andi: Yes.</p> <p>Marudut: Yes.</p>
9	In your opinion, does the performance of Room Attendants still need improvement?	<p>Topan: Yes, improvement is still necessary.</p> <p>Asrian: Improvement is still needed.</p> <p>Andi: Significant improvement is still required.</p> <p>Marudut: Improvement is necessary because enhancing service quality helps maintain guest satisfaction.</p>
10	Do you inspect all work completed by Room Attendants before rooms are designated as Vacant Clean (VC)?	<p>Topan: Yes, it is mandatory.</p> <p>Asrian: Yes, to ensure room cleanliness.</p> <p>Andi: Yes.</p> <p>Marudut: Yes.</p>

Source: Processed Data (2026)

Based on the interviews conducted with the supervisors at Hotel Sibayak International Berastagi, it can be concluded that Room Attendants play a crucial role in maintaining the cleanliness, comfort, and satisfaction of hotel guests. The primary responsibilities of Room Attendants include cleaning guest rooms in accordance with the established Standard Operating Procedures (SOPs), replacing linen, replenishing guest amenities, and ensuring that all room facilities are in good condition and ready for guest use. In carrying out their duties, Room Attendants generally perform their work in accordance with the applicable SOPs. Although workloads increase during periods of high occupancy, Room Attendants are still expected to maintain high standards of cleanliness and service quality. While certain procedures may occasionally be overlooked due to operational pressures, room cleanliness remains a top priority. Furthermore, supervisors continuously monitor and inspect the results of room-cleaning activities before rooms are officially designated as Vacant Clean (VC)

Several challenges were identified in the implementation of SOPs in daily operations. These include the large number of rooms that must be cleaned, limited working time, shortages of operational supplies and equipment, and situations in which guests remain in their rooms, delaying the cleaning process. Nevertheless, through effective teamwork and continuous supervision, housekeeping operations are generally able to run smoothly and efficiently. The performance of Room Attendants is evaluated based on several key indicators, including room cleanliness, work speed and accuracy, discipline, responsibility, and the absence of guest complaints. Therefore, continuous improvement

through training programs and regular performance evaluations remains necessary to further enhance the effectiveness of Room Attendants and support the overall quality of hotel services. In addition to interviewing supervisors, the researcher also conducted interviews with Room Attendants as members of the room-cleaning team. The results of these interviews are presented in the following table.

Table 2. Interview Results with Room Attendants

No.	Question	Responses
1	To what extent do you understand your role as a Room Attendant in maintaining room cleanliness standards?	<p>Dani: I understand that a Room Attendant is responsible for maintaining the cleanliness and comfort of guest rooms.</p> <p>Suhendra: Room cleanliness greatly influences guest satisfaction during their stay at the hotel.</p> <p>Alkha: A Room Attendant must ensure that all areas of the room are cleaned according to hotel standards.</p> <p>Julio: In addition to cleanliness, a Room Attendant is responsible for maintaining room tidiness and completeness.</p> <p>Jay: It is important to work in accordance with Standard Operating Procedures (SOPs) to achieve optimal results.</p> <p>Antoni: A Room Attendant must provide friendly service to guests.</p> <p>Okta: A Room Attendant must be responsible for their assigned duties.</p> <p>Yusuf: The role of a Room Attendant is very important in maintaining the hotel's image.</p>
2	Do Room Attendants accept and carry out the tasks assigned by supervisors during the morning briefing?	<p>Dani: Yes, every task assigned during the morning briefing is well received.</p> <p>Suhendra: I strive to carry out all instructions according to the conditions in the field.</p> <p>Alkha: Yes, the tasks are carried out properly.</p> <p>Julio: Yes.</p> <p>Jay: All instructions given during the morning briefing are implemented in daily operations.</p> <p>Antoni: Yes, they are carried out.</p> <p>Okta: Yes, they are implemented according to instructions.</p> <p>Yusuf: They are carried out according to the supervisor's directives.</p>
3	What are your duties and responsibilities as a Room Attendant?	<p>Dani: Cleaning guest rooms.</p> <p>Suhendra: Ensuring that guest rooms remain safe and comfortable through housekeeping services.</p> <p>Alkha: Maintaining high standards of room cleanliness.</p> <p>Julio: Providing housekeeping services to guests.</p> <p>Jay: Cleaning guest rooms and the surrounding areas.</p> <p>Antoni: Reporting any guest belongings left behind in the room.</p> <p>Okta: Preparing guest rooms in a timely manner.</p>

No.	Question	Responses
4	Are you familiar with the room-cleaning Standard Operating Procedures (SOPs) applied in this hotel?	<p>Yusuf: Providing housekeeping services in accordance with established procedures.</p> <p>Dani: Yes, I am familiar with them.</p> <p>Suhendra: Yes.</p> <p>Alkha: Yes.</p> <p>Julio: Yes, I understand the SOPs.</p> <p>Jay: Yes.</p> <p>Antoni: Yes.</p> <p>Okta: Yes.</p> <p>Yusuf: Yes.</p>
5	In your opinion, how important are Standard Operating Procedures in supporting your work?	<p>Dani: SOPs are very important as work guidelines for Room Attendants.</p> <p>Suhendra: SOPs help facilitate and improve Room Attendants' performance.</p> <p>Alkha: SOPs enable work to be carried out more systematically.</p> <p>Julio: SOPs help minimize errors in the workplace.</p> <p>Jay: SOPs play a very important role in work performance.</p> <p>Antoni: They are very important.</p> <p>Okta: They are important because they provide clear direction in carrying out tasks.</p> <p>Yusuf: They are extremely important.</p>
6	Do you clean guest rooms in accordance with the SOPs applied in this hotel?	<p>Dani: Yes, I always strive to clean rooms according to the SOPs.</p> <p>Suhendra: Yes, I follow the SOPs.</p> <p>Alkha: Yes.</p> <p>Julio: I clean rooms according to the SOPs.</p> <p>Jay: Although the workload can be heavy, I try to maintain cleanliness according to the standards.</p> <p>Antoni: I follow the procedures.</p> <p>Okta: Yes.</p> <p>Yusuf: I work according to the established procedures.</p>
7	During periods of high occupancy or back-to-back occupancy, is room cleaning still carried out according to the SOPs?	<p>Dani: During high occupancy periods, I strive to work according to the SOPs.</p> <p>Suhendra: SOPs remain the primary guideline even during high occupancy periods.</p> <p>Alkha: If guests are already waiting in the lobby, some SOP steps may be skipped; however, the final results must still meet quality standards.</p> <p>Julio: Yes, room cleaning is carried out according to SOPs.</p> <p>Jay: The work is still performed according to SOPs.</p> <p>Antoni: Even when the workload increases, work must still comply with standards.</p> <p>Okta: Work follows SOPs, although it may become less structured due to linen shortages.</p> <p>Yusuf: At times, procedures cannot be fully</p>

No.	Question	Responses
8	Have you ever attended training on room cleaning in accordance with SOPs?	<p>followed because of shortages of equipment and linen.</p> <p>Dani: Yes. Suhendra: Yes. Alkha: Yes. Julio: Yes. Jay: Yes. Antoni: Yes. Okta: Yes. Yusuf: Yes.</p> <p>Dani: By conducting a double-check of the room after cleaning. Suhendra: By cleaning rooms according to the SOPs. Alkha: By carefully ensuring that all areas of the room are thoroughly cleaned. Julio: The neatness of the bed and the cleanliness of the bathroom are my primary focus. Jay: By ensuring that all room amenities and supplies are complete. Antoni: By rechecking the room before leaving it. Okta: By conducting a final inspection because the last thing we see is the first thing the guest notices. Yusuf: By working carefully and avoiding rushing through tasks.</p>
9	How do you ensure that your work remains of high quality?	<p>Dani: I always strive to complete rooms on time. Suhendra: It depends on the guests' check-out time. Alkha: It depends on the level of room cleanliness required. Julio: Sometimes yes, sometimes no. Jay: It depends on the situation in the field. Antoni: It depends on the guest's check-out time and the room condition. Okta: Generally, yes, rooms are prepared on time. Yusuf: Yes.</p>
10	Are you always able to provide clean rooms on time?	<p>Julio: Sometimes yes, sometimes no. Jay: It depends on the situation in the field. Antoni: It depends on the guest's check-out time and the room condition. Okta: Generally, yes, rooms are prepared on time. Yusuf: Yes.</p>

Source: Processed Data (2026)

Based on the interviews conducted with Room Attendants at Hotel Sibayak International Berastagi, it can be concluded that most Room Attendants have a clear understanding of their duties and responsibilities in maintaining the cleanliness, tidiness, and comfort of guest rooms. They also recognize the importance of implementing Standard Operating Procedures (SOPs) as a work guideline in the room-cleaning process. In general, room-cleaning activities are carried out in accordance with the established SOPs, including room cleaning, linen replacement, and inspection of room facilities before being made available for guest use.

In addition, the morning briefing conducted by supervisors plays an important role in helping Room Attendants understand task distribution, improve work coordination, and receive daily operational instructions. Training programs provided by the hotel also contribute to enhancing the skills and competencies of Room Attendants in performing their duties according to hotel standards. During periods of high occupancy or back-to-back bookings, Room Attendants continue to strive to maintain room cleanliness and complete their tasks on time through effective teamwork. However, several operational challenges still exist. The high number of rooms to be cleaned during peak occupancy increases workload, which sometimes affects the accuracy and efficiency of Room Attendants' performance. Furthermore, limited working time, employee fatigue, and pressure to complete rooms quickly become obstacles in consistently applying SOPs at an optimal level. In some cases, minor deficiencies in room cleaning still occur and require re-inspection by supervisors before rooms are declared ready for use.

Discussion

Based on the observations and interviews conducted by the researcher regarding the role of Room Attendants and the implementation of Standard Operating Procedures at Hotel Sibayak International Berastagi, it is evident that Room Attendants have a highly significant influence on improving the performance of the housekeeping department. Room Attendants are directly responsible for ensuring the cleanliness, comfort, and readiness of guest rooms; therefore, their performance greatly determines the overall quality of hotel services.

In hotel operations, guest rooms are the main product offered to customers. Therefore, clean, neat, comfortable, and well-equipped rooms are essential factors influencing guest satisfaction. Guests generally expect a high standard of cleanliness and satisfactory service. If the room condition does not meet guest expectations, it may lead to complaints and negatively affect the hotel's image.

The findings indicate that Room Attendants at Hotel Sibayak International have generally carried out their duties and responsibilities in accordance with established standards. However, during periods of high occupancy, increased workload and limited cleaning equipment and linen often cause deviations from SOP implementation. Despite this, room cleanliness is still maintained as optimally as possible, and supervisors ensure that all room facilities are properly prepared before being marked as Vacant Clean (VC). Supervisors also confirmed that all Room Attendants are familiar with the procedures and stages of room cleaning. Daily morning briefings are conducted to provide operational instructions and room assignments for each Room Attendant. After cleaning, supervisors inspect the rooms before they are declared VC to ensure cleanliness and completeness.

One of the main challenges faced during high occupancy is the high demand for room turnover, which creates time pressure and may lead to deviations from SOP compliance. Nevertheless, Room Attendants still play a crucial role in maintaining service quality. Clean rooms contribute to guest comfort and satisfaction, which ultimately enhances customer loyalty and improves the hotel's reputation.

In addition to maintaining room cleanliness, Room Attendants are also responsible for providing guest services, including responding to guest requests. Based on the interviews, Room Attendants consistently strive to provide polite, responsive, and friendly service. This is important because Room Attendants are among the hotel staff who interact directly with guests. Positive service interactions create a favorable impression, while poor service may result in guest dissatisfaction.

Room Attendants also play an important role in ensuring smooth hotel operations, particularly in preparing rooms on time for incoming guests. Delays in room preparation may disrupt the check-in process and reduce guest comfort. Therefore, adherence to SOPs is essential in supporting operational efficiency.

To improve performance, the hotel implements Standard Operating Procedures as work guidelines for all housekeeping staff. SOPs ensure that tasks are performed correctly, systematically, and according to hotel standards. Their implementation helps Room Attendants work more discipline, understand their responsibilities clearly, and reduce operational errors such as incomplete amenities, unclean bathrooms, or improper room arrangement.

Moreover, SOPs enhance responsibility and accuracy in work performance. Room Attendants become more careful and structured in carrying out their duties. Although SOP implementation has a positive impact, several challenges remain, including high occupancy rates, limited working time, physical fatigue, and insufficient equipment and linen availability. Some employees also do not fully comply with SOPs in practice, which may affect service quality.

To address these challenges, the hotel provides training programs, improves supervisory control, ensures the availability of operational facilities, and conducts regular performance evaluations. Training helps Room Attendants improve their technical skills and understand proper cleaning procedures. Supervision ensures compliance with SOPs, while motivation from supervisors helps improve employee morale and performance.

Overall, it can be concluded that there is a strong relationship between Room Attendant performance and SOP implementation in improving the effectiveness of the housekeeping department. Room Attendants are responsible for operational execution, while SOPs serve as structured guidelines that support efficiency and service quality.

With proper implementation of SOPs and supported by professional Room Attendant performance, the quality of housekeeping services at Hotel Sibayak International Berastagi can be continuously improved. This will positively impact guest satisfaction, hotel image, and overall operational success.

CONCLUSION

Based on the results of the research conducted on the role of Room Attendants and the implementation of Standard Operating Procedures (SOPs) for room cleaning in improving employee performance in the Housekeeping Department at Hotel Sibayak International Berastagi, as well as the findings from observations, interviews, and the previous discussion, several conclusions can be drawn.

The role of Room Attendants in maintaining the cleanliness and tidiness of hotel rooms has been carried out fairly well and has a positive influence on the performance of the Housekeeping Department. Room Attendants hold a very important responsibility in hotel operations, particularly in ensuring that guest rooms are clean, comfortable, and ready for use. Based on the findings, Room Attendants have performed various duties such as cleaning guest rooms, changing bed linens, cleaning bathrooms, replenishing guest amenities, and ensuring that all room facilities are in good condition in accordance with hotel standards. Good performance by Room Attendants contributes to guest comfort and helps improve the overall service quality of the Housekeeping Department at Hotel Sibayak International.

The services provided by Room Attendants also have a significant impact on guest satisfaction. In addition to cleaning rooms, Room Attendants play a role in providing guest services through friendly, polite, honest, and responsive behavior toward guest needs. The findings indicate that good service from Room Attendants creates a positive impression, making guests feel comfortable and satisfied during their stay. This satisfaction is an important factor in improving the hotel's image and maintaining customer loyalty for future visits.

The implementation of room-cleaning Standard Operating Procedures significantly contributes to improving discipline and responsibility within the Housekeeping Department. SOPs provide clear work guidelines for Room Attendants in carrying out their duties, starting from preparation, entering the room, cleaning procedures, to final room inspection. With SOPs in place, Room Attendants are able to work in a more structured, thorough, and standardized manner in accordance with hotel service standards. The findings also show that SOP implementation helps enhance employees' sense of responsibility, thereby maintaining room cleanliness quality.

The application of SOPs can improve the effectiveness and efficiency of Room Attendants' work; however, several challenges are still encountered in its implementation. SOPs help Room

Attendants complete tasks more quickly and systematically without reducing room cleanliness quality. With clear procedures, work errors such as incomplete guest amenities or inadequate room cleaning can be minimized. Nevertheless, the study found several obstacles, including high hotel occupancy rates that increase workload, limited housekeeping equipment and linen, and a large number of rooms that must be cleaned within a limited time frame, all of which affect Room Attendants' performance effectiveness.

There are still several barriers to improving the performance of the Housekeeping Department, particularly in the consistent implementation of SOPs and employee supervision. The findings indicate that some employees are still not fully disciplined in consistently following room-cleaning SOPs. In addition, insufficient supervision is also a factor affecting housekeeping service quality. These issues may lead to suboptimal room cleanliness and potentially result in guest complaints. Therefore, improved supervision, regular training, and continuous performance evaluation are required to enhance the overall quality of housekeeping services.

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