



## Development of Hotel Linen Washing Performance Assessment for Laundry Practitioners in Housekeeping Department

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### ABSTRACT

This research is motivated by the performance assessment of hotel linen washing used in vocational schools is limited to the work process only and has not been tested for validity. This research aims to: (1) plan hotel linen washing performance assessment based on needs analysis, (2) develop hotel linen washing performance assessment for laundry practice in housekeeping department (3) conduct performance assessment validation test through expert judgment. The model used in this study refers to the PPE model which stands for Planning, Production. Evaluation. The results showed that: (1) the performance assessment of hotel linen washing used in vocational schools is limited to the work process and has not been tested for validity. So that this finding becomes a need in designing hotel linen washing performance assessment, (2) performance assessment is developed in accordance with hotel SOPs which include the preparation stage, process stage and result stage (3) expert judgment activities are carried out by four validators, namely two assessment experts and two material experts. The results of the hotel linen washing performance assessment expert judgment activities show very feasible criteria so that it can be used by teachers to assess students when practicing hotel linen washing. Recommendations from this study can be followed up by implementing hotel linen washing performance assessment for laundry practice in the housekeeping department.

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## 1. INTRODUCTION

Vocational High School is an educational institution that aims to prepare its graduates to become workers who have middle-level knowledge and skills in accordance with their respective fields (Asri et al., 2022). SMKs that develop tourism expertise and are pursued by the government to prepare qualified personnel in the field of tourism in Bandung City consist of several expertise competencies including Hospitality Accommodation.

Hospitality Accommodation is one of the competencies that prepare students to enter the professional world of work in the field of hospitality. In the competency of hospitality accommodation expertise, students are required to have knowledge, attitudes and skills in the field of housekeeping department, so that students are able to compete in the world of hospitality industry. In the competency of hospitality accommodation expertise, students are required to have the knowledge, attitudes and skills in the field of housekeeping department, so that students are able to compete in the world of hospitality industry. The Housekeeping Department is divided into several sections, namely room section, public area section, laundry section, pool attendant, florist and gardening. This division is carried out with the aim of maintaining the smooth running of daily hotel operations (Pardede, 2018).

Laundry is a hotel department that is responsible for all washing, both washing the clothes of hotel guests (guest house), employee uniforms and hotel linen (house laundry) and washing clothes or linen from outside the hotel. The implementation of laundry subjects has several basic competencies, including the process of washing hotel linen (house laundry). This competency is theoretical and practical, therefore students are expected to master the theory and practice taught at school. Practical learning has a very important role, through practical learning students are expected to be able to master skills optimally (Lestari et al., 2020).

Linen plays a very important role in a hotel operation. The smooth operation of a hotel will have an impact on the performance of the hotel, with the smooth operation of the hotel guests will feel good and optimal service. Linen is part of the hotel facilities used by guests, guests will feel comfortable if the linen in the hotel is clean, neat and fragrant and will be a plus for the hotel. So that the washing of linen needs to be considered properly. The development of the potential of students in carrying out practices can be known through performance assessment (Adiguzel, 2011). So a performance assessment tool is needed to be able to see the ability of students in handling hotel linen. This practice assessment is a reference for educators to form criteria to ensure that the evaluation made does not cause errors and determine the various skills that can shape the characteristics of students (Ardli, 2012).

The results of preliminary studies through interviews with laundry subject teachers at SMK Negeri 9 Bandung (2020) show that the assessment tools for hotel linen washing practice activities at SMK Negeri 9 Bandung are only limited to the process stage and have not been tested for validity. The ability of students to carry out hotel linen washing practices is not accurately measured. Assessment tools must be developed referring to the hotel SOP which includes the preparation stage, process stage and result stage in accordance with the demands of the industrial world which have been formulated in the National Competency Standards (Jubaedah, 2009).

In connection with this data, laundry practice assessment tools need to be developed in order to produce products that can measure the competency achievements of students in

carrying out laundry practices, besides that through the development of this assessment tool is expected to be able to provide information about the competencies that have been achieved by students in a valid and reliable manner [Lestari et al. \(2020\)](#), so as to determine the quality of students' work.

Based on the background of the above research, the researcher is interested in developing a hotel linen washing performance assessment for laundry practice in the housekeeping department.

## 2. METHODS

The model used in this study refers to the PPE (planning, production, and evaluation) model [Richey & Klien, \(2014\)](#) which is in accordance with the research objectives.

### 2.1. Research Respondents

The participants involved in this study totaled eight people. Four people were resource persons, namely two laundry subject teachers, and two PPLSP students at SMKN 9 Bandung. In addition, four other people were research validators, namely two academic validators in the field of assessment and two material expert validators in the housekeeping department.

### 2.2. Research Instruments

The research instruments used in this study are as follows:

#### 2.2.1 Online Interview Guideline

The interview guideline was used to obtain data regarding the performance assessment of hotel linen washing for laundry practice in the housekeeping department.

#### 2.2.2. Digital Validation Format

This validation sheet is made into two different validation formats, the format for assessment experts and material experts conducted online.

### 2.3. Research Procedures

The steps of the procedure carried out in the development of hotel linen washing performance assessment for laundry practice in the housekeeping department. as follows:

#### 2.3.1. Preparation Stage

The preparation stage in this study researchers made a plan regarding a detailed description of the research process to be carried out, researchers first found the problems to be studied, conducted preliminary studies, literature studies and research licensing through initial observations to the research location.

#### 2.3.2. Implementation Stage

The implementation stage in the research is as follows:

- (i) Analyzing the need for developing performance assessment for laundry practice regarding the washing of appropriate hotel linen, conducted through interviews with laundry subject teachers and UPI PPLSP students.

- (ii) Developing an existing hotel linen washing performance assessment in accordance with the hotel SOP which includes the preparation stage, process stage and result stage.
- (iii) Conduct feasibility testing through expert judgment conducted by assessment experts and material experts in the laundry field to test the feasibility of the performance assessment that has been developed.

### 2.3.3. Completion Stage

The completion stage carried out by researchers is to collect all the data that has been obtained, processed and make reports in accordance with the systematics in conducting research.

## 2.4. Data Analysis Techniques

### 2.4.1. Data Reduction

Data reduction is carried out to summarize the results of interviews regarding the characteristics of students, the need for assessment tools, and the use of assessment tools during the learning process.

### 2.4.2. Data Display

Data display is done to describe in general the results of interviews about the characteristics of students, the need for assessment tools and the use of assessment tools during the learning process. The findings are then described to make it easier to understand.

### 2.4.3. Data Processing

The percentage of data aims to determine the percentage of the assessment results obtained from the validation results of the laundry practice assessment tool in handling hotel linen. The formula used to calculate the data is:

$$P = f/n \times 100\%$$

Description:

f = The frequency being sought for its percentage

n = number of class (number of frequencies or number of individuals)

P = percentage number

### 2.4.4. Data interpretation

Data interpretation in this study was carried out to obtain an overview of the answers to the validation sheet. Data interpretation used validation results using assessment qualifications (Noviana et al., 2019). Data interpretation using assessment qualification criteria can be seen from the **Table 1**.

**Table 1.** Assessment Qualification Criteria

No	Criteria	Validation Level
1.	82% - 100%	Very feasible without revision
2.	63% - 81%	Feasible with specified revisions
3.	44% - 62%	Less feasible with many revisions
4.	25% - 43%	Not feasible

### 3. RESULTS AND DISCUSSION

#### 3.1. Results

The findings that will be explained are data that have been processed through interviews and expert judgment. The findings of the development of hotel linen washing performance assessment for laundry practice in the housekeeping department are as follows:

##### 3.1.1. Analysis of hotel linen washing performance assessment needs for laundry practice

The results of the analysis show that the performance assessment of hotel linen washing in laundry practice in SMKN 9 Bandung, only performance assessment with a new assessment format is limited to the process stage and has not been tested for validity. The existing performance assessment needs to be developed to follow the hotel SOP which must include all three stages, namely the preparation stage, process stage and result stage. In the implementation of practice, the assessment of students refers to the work process stage only, if students carry out the practice of washing hotel linen in accordance with the procedure, students will get a good score, but if students carry out the practice inappropriate or there are indicators that are missed, they will get a low score. Based on the results of preliminary studies through interviews at SMK Negeri 9 Bandung, a description of the performance assessment of hotel linen washing can be seen in the **Table 2**.

**Table 2.** Performance assessment of hotel linen washing

No	Component/Subcomponent	Score				
1.	Collecting a soiled linen/Collecting soiled linen	1	2	3	4	5
2.	Transporting of soiled linen/Conducting transportation of linen using a trolley					
3	Sorting Soiled Linen/Conducting grouping of linen based on type and number of linen					
4	Spotting/Removing special stains					
5	Washing and Extracting/Conducting washing and pressing process					
6	Drying and Ironing/Conducting drying process					
7	Pressing/Conducting ironing process					
8	Sorting and Folding/Process of selecting linen that still has stains and conducting folding process					
9	Storing/Storage of clean linen					

##### 3.1.2. Development of hotel linen washing performance assessment for laundry practice

The results of the analysis obtained also show the need for development on the assessment tool. The development carried out on the hotel linen washing assessment tool is as follows:

- (i) Preparation Stage: The development of performance assessment in the preparation stage includes three aspects, namely aspects of self-preparation, checking machine parts, and preparing basic washing materials. Based on the results of the validation, the average score reaches 100 which can be interpreted as performance assessment is very feasible to use. However, there are some suggestions and revisions from material experts on the aspect of personal appearance by adding an indicator of “dental hygiene” because a

laundry attendant will cross paths with guests. Suggestions from hospitality accommodation lecturer material experts to add command words to several indicators, strive to use positive sentences, and in the aspect of personal appearance added “for women who are hooded, use the veil neatly”.

- (ii) Process Stage: The process stage includes hotel linen washing procedures based on hotel SOPs, at the process stage students must perform and carry out practices in accordance with the indicators in the hotel SOP. Indicators at the process stage include several indicators, namely: collection, transport soiled linen, sorting of linen, washing/extracting, drying, ironing, pressing, and folding. Based on the validation results, the average score reached 96.5 which can be interpreted as very feasible to use. However, there are suggestions and corrections from hotel housekeeping supervisor practitioners that recording dirty linen occurs in soiled linen transport activities, while in collection activities the indicator should be checking and recording dirty or damaged linen based on the room number, because linen damage caused by guests is the responsibility of the guest, so guests will be charged.
- (iii) Result Stage: The result stage has two aspects that must be considered by students in the implementation of practice, namely checking and storing linen.

The results stage indicators based on the validation results get an average score of 100 which can be interpreted as very feasible to use. The achievement of this result stage assessment score is very feasible to be used by teachers to assess students when carrying out hotel linen washing practices. However, there are suggestions from hotel accommodation lecturers to add command words to each indicator.

### **3.1.3. Evaluation of expert judgment performance assessment of hotel linen washing in laundry practice**

The stage to assess whether the performance assessment developed is feasible to use is the validation stage. This stage is done by asking assessment experts and material experts to assess the performance assessment that has been developed, so that the performance assessment developed is suitable for use. The validation carried out is as follows:

- (i) Assessment Expert Validation: Validation of the performance assessment of hotel linen washing in laundry practice was carried out by assessment experts, namely two lecturers teaching Learning Evaluation courses, from the Fashion Management Education Study Program and PKK Study Program at the PKK Department of FPTK UPI. The aspects seen in the validation of hotel linen washing performance assessment in laundry practice are assessment guidelines and suitability to the material. The results of the validation of the performance assessment by the assessment expert obtained an average eligibility of 100% which indicates that the performance assessment is declared very feasible for use in the housekeeping department.
- (ii) Material Expert Validation: The validation of the performance assessment of hotel linen washing for laundry practice was carried out by material experts, namely the housekeeping supervisor, especially the laundry field at Grand Tjokro Hotel Bandung and the lecturer of the Hospitality Accommodation course group at the PKK FPTK Study Program. The aspects assessed in the validation of hotel linen washing performance assessment for laundry practice are the assessment criteria for the preparation stage, process and results in which there are several indicators. the development of hotel linen

washing performance assessment is declared very feasible to use and the average value is 98.93%, with revisions as suggested by the validator.

### **3.2. Discussion**

The discussion of the research data regarding the performance assessment of hotel linen washing in the housekeeping department is described as follows:

#### **3.2.1. Analysis of hotel linen washing performance assessment needs for laundry practice**

The results of the analysis of hotel linen washing performance assessment at SMKN 9 Bandung, based on the findings show that hotel linen washing performance assessment already exists, but the existing assessment tools are only in the form of a new format limited to the process stage and have not been tested for validity.

The performance assessment must be developed referring to the hotel SOP which includes the three stages, namely the preparation stage, process stage and result stage, which are in accordance with the demands of the industrial world and have been formulated in the National Competency Standards (Jubaedah, 2009).

The use of performance assessment can help learners get a complete picture of what learners have mastered. In addition, performance assessment can determine various skills that can shape the characteristics of students (Ardli, 2012). On the other hand, the existence of performance assessment development in accordance with hotel SOPs will help facilitate teachers in providing assessments and evaluating student learning.

Based on initial findings at SMKN 9 Bandung, the hotel linen washing performance assessment already exists; however, the assessment tools currently used are still limited to the process stage and have not yet been tested for validity. To improve the effectiveness of the assessment, it is necessary to develop instruments that cover the three main stages according to the hotel's Standard Operating Procedures (SOP): preparation stage, process stage, and result stage. This approach aligns with research by Rohaeni et al. (2023), who developed the Ve.Rubric based on hotel SOPs for housekeeping competency tests in hospitality vocational schools. Their study showed that the Ve.Rubric has high validity and good reliability, with a Cronbach Alpha value of 0.818, and it provides convenience for teachers and hotel practitioners in assessing students' performance (Rohaeni et al., 2023).

In addition, the application of structured SOPs in hotel management has been proven to increase operational efficiency and service quality. Sinulingga et al. (2024), in their study, emphasized that effective SOP implementation can improve customer satisfaction and foster positive employee behavior. Their research indicated that service quality and operational efficiency contribute significantly to SOP implementation, which in turn enhances customer satisfaction and employee conduct. Therefore, developing a valid linen washing performance assessment instrument in accordance with hotel SOPs not only helps students understand the competencies they have mastered but also makes it easier for teachers to carry out assessments and evaluate learning (Sinulingga et al., 2024).

#### **3.2.2. Development of Performance Assessment of hotel linen washing for laundry practice**

The aspects discussed in the development of hotel linen washing performance assessment include:

## (i) Preparation stage

Performance assessment of the preparation stage includes three aspects, namely aspects of self-preparation, checking machine parts, and preparing basic washing materials. Indicators at the self-preparation stage based on the results of validation from assessment experts and practitioner experts, state that the assessment tool is in accordance with hotel SOPs and is very feasible to use to carry out preparation before carrying out practice.

Preparation of personal appearance already contains indicators that are in accordance with hotel SOPs and are adjusted to grooming standards, which include wearing clean and neat uniforms, pinning name tags on uniforms, looking neat and clean and polite, for men combing hair neatly, for men not having mustaches and beards, tidying hair for women who are not hooded and for women who are hooded use a neat headscarf, using jewelry or accessories simply, using natural makeup, displaying dental hygiene and using shoes and socks.

Machine checking indicators are in accordance with the SOP in the hotel. Checking the machine part in the hotel linen washing process includes checking the water tap on the washing machine to make it function properly, the on/off button on the extractor machine is on and can be used, the steam tap (laundry heater) on the drying tumbler is functioning properly, the on/off switch on the pressing machine is on. The cleaning material preparation stage already contains indicators based on the hotel's SOP and is adjusted to the opinion Setyawan, (2014) that the washing materials used by laundry consist of several types and each type has its own function. The indicators can include preparing water that flows into the washing machine, preparing detergent that will be used in the process of washing hotel linen according to the dose, preparing alkali according to the dose, preparing softener according to the dose.

## (ii) Process Stage

Performance assessment of hotel linen washing at the process stage contains the procedure for washing hotel linen. All indicators must be carried out in accordance with the stages of practice, starting from sorting, using materials and chemicals used to folding and storing linen (Gulo et al., 2019). These indicators are in accordance with hotel SOPs and are adjusted to hotel linen handling procedures which include: collection, transport soiled linen, sorting of linen, washing/extracting, drying, ironing, pressing, and folding.

## (iii) Result Stage

There are two aspects that must be considered by students in the results of the implementation of hotel linen washing practices, namely checking and storing linen. Indicators contained in the checking aspect include, checking the completeness of the amount of laundry according to the amount on the laundry list, tidying up the linen that has been pressed, making sure there are no stains that must be removed again on the linen, checking the linen folds are clean and neat, making sure the linen smells fresh and fragrant. In linen storage, the indicators include storing linen on linen rack according to size, folding linen facing out, taking linen with FIFO (first In first out) system.

### 3.2.3. The results of the validation of hotel linen washing performance assessment

Based on the percentage of validation results, it shows that the performance assessment with the criteria is "very feasible" because it gets a score of 97%, the criteria with a score of

82%-100% are included in the validity qualification criteria are very feasible (Ismiyanti *et al.*, 2024). The results of input and suggestions from validators that have been improved make the performance assessment more valid, so that it can be used by teachers to assess the competence of students in carrying out hotel linen washing practices in the housekeeping department.

#### 4. CONCLUSION

The conclusions of the research on the development of hotel linen washing performance assessment for laundry practice in the housekeeping department are described as follows:

- (i) The results of the analysis show that the existing performance assessment in SMK is not in accordance with hotel SOPs, the existing performance assessment is only limited to the work process stage and has not been tested for validity. So it is necessary to make a plan for development according to hotel SOPs.
- (ii) Performance assessment of hotel linen washing is developed based on hotel SOPs which include competency indicators at the preparation stage, process stage and result stage. The preparation stage in the practice of washing hotel linen consists of three stages, namely self-appearance (grooming), checking machine parts, preparation of basic washing materials. The process stage contains hotel linen washing procedures, including collection, transport soiled linen, sorting of linen, washing/extracting, drying, ironing, pressing, and folding. Assessment at the result stage includes two, namely checking and storing linen.
- (iii) The results of the validation of the development of hotel linen washing performance assessment for laundry practice in the housekeeping department conducted by two assessment experts and two material experts show that the hotel linen washing performance assessment that has been developed shows “very feasible” criteria for use with revisions according to suggestions and comments from the validation results, so that the performance assessment can be used by teachers to assess students when practicing hotel linen washing.

#### AUTHORS' NOTE

The authors declare that there is no conflict of interest regarding the publication of this article. Authors confirmed that the paper was free of plagiarism.

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