

**UPAYA PENINGKATAN KEBERSIHAN KAMAR
MELALUI STANDAR OPERASIONAL
PROSEDUR DI HOTEL BINTANG LIMA DI
YOGYAKARTA**

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ABSTRAK

Standar Operasional Prosedur (SOP) yang ada di hotel memiliki pengaruh yang besar terhadap kebersihan kamar. Hotel bintang lima di Yogyakarta jelas memiliki Standar Operasional Prosedur Pembersihan kamar, namun masih terdapat banyak Standar Operasional Prosedur yang tidak lengkap atau kurang efisien dalam meningkatkan kebersihan kamar. Jenis penelitian yang digunakan adalah deskriptif dengan mengumpulkan data kualitatif. Dalam penelitian ini, informan yang memberikan informasi adalah *Asistant Manager Housekeeping*, *Supervisor Housekeeping*, dan *Staff Housekeeping*. Penulis menggunakan teknik pengumpulan data berupa wawancara, dokumentasi, dan observasi. Hasil penelitian menyajikan informasi mengenai upaya peningkatan kebersihan kamar melalui standar operasional prosedur di Hotel Bintang Lima di Yogyakarta.

Kata Kunci : *Standar Operasional Prosedur, Houskeeping, Hotel Bintang lima di Yogyakarta*

ABSTRACT

Standard Operating Procedures (SOP) in hotels have a big influence on room cleanliness. Five-star hotels in Yogyakarta clearly have Standard Operating Procedures for cleaning rooms, but there are still many Standard Operating Procedures that are incomplete or inefficient in improving room cleanliness. The type of research used is descriptive by collecting qualitative data. In this study, the informants who provided information were Housekeeping Assistant Managers, Housekeeping Supervisors, and Housekeeping Staff. The author uses data collection techniques in the form of interviews, documentation, and observation. The results of the study provide information regarding efforts to improve room cleanliness through standard operating procedures at Five Star Hotels in Yogyakarta.

Keywords: Standard Operating Procedures, Housekeeping, Five Star Hotels in Yogyakarta