PROFESSIONALISM AND ENTREPRENEURIAL ACTION
HOUSEKEEPER HOTEL

Debbi Sulaiman, Lexi Pranata B.Limbing
Universitas Ciputra, Surabaya, Indonesia

Abstract: The purpose of this study is to determine the performance of hotel housekeeper professionalism and entrepreneurial action. The research method used a qualitative approach. Data were collected using interviews and observations. For data analysis, the present study used the technique of Miles and Huberman (1994). This study found that entrepreneurial action from hotel housekeepers was identified by a number of attributes such as passion, open mindedness to change, team-oriented attitude, competence and ability towards housekeeping, interpersonal skills, ability to control personal emotions, professional ethics, leadership spirit and perfectionist.

Keywords: professionalism, entrepreneurial action, housekeeper hotel

Introduction

As a professional worker, hotel housekeepers are required to be able to maintain their professionalism through the quality of hotel room cleanliness. Based on observations during internship, the housekeeping department is always a role model for other departments. This is because the hotel housekeepers always maintain their professionalism. They learned from how to become a good hotel housekeeper from the Hotel Executive Housekeeper, Harsono, who always gets awards as hotel housekeepers such as the 2017 SBI Best Housekeeper Hotel of the Year Award.

Some factors from the assessment of housekeeper’s professionalism are skill and time in cleaning the room. Handayani (2009: 32) says that skills are divided into two, namely soft skills and hard skills. However, the hotel housekeepers are not fluent in communicating in English. These skills are classified as soft skills that they are required to have. In technical terms, a hotel housekeeper must be able to maintain the professionalism of both low occupancy and high occupancy. During low occupancy, they usually work in detail and for a longer time. But, if the hotel experiences high occupancy they don’t have much time to clean the room. However, they are required to maintain the cleanliness of the room quickly. This tends to result in decreased quality of work.

The purpose of this study is to study how housekeepers are able to carry out hotel housekeeper professionalism and entrepreneurial action so they are able to produce perfect service. Cheng and Wong (2015) conducted research on the professionalism of contemporary interpretations in the context of the hospitality industry. The results of his research show that several factors influencing the professionalism of employees in the hospitality world are passion, openness of mind to new things, team-oriented attitude, competencies and industry-specific skills, self-control/emotions, and professional ethics. These factors are considered as factors related to professionalism. Team-oriented and self-control are factors that characterize the hospitality industry’s professionalism.

*Corresponding Author.
e-mail: dsulaiman@student.ciputra.ac.id