

**PENDAPAT SUPERVISOR TENTANG PENGUASAAN KOMPETENSI  
HOUSEKEEPING PADA PELAKSANAAN PRAKTIK KERJA  
INDUSTRI DI HOTEL**

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**ABSTRAK**

Penelitian ini didasari oleh opini praktikan mengenai adanya perbedaan antara teori dengan pelaksanaan praktik kerja industri *housekeeping* di hotel, terfokus pada kompetensi yang harus dicapai praktikan sesuai dengan tuntutan dunia kerja. Peneliti menganggap penting untuk dilakukan penelitian mengenai pendapat *supervisor* tentang penguasaan kompetensi *housekeeping* pada praktik kerja industri di hotel. Tujuan dari penelitian ini untuk memperoleh gambaran mengenai penguasaan kompetensi *housekeeping*, berkaitan dengan persiapan kerja yang meliputi disiplin waktu, penampilan, persiapan alat-alat dan persiapan *trolley*, pelaksanaan kerja meliputi akses masuk kamar tamu, penataan dan pembersihan tempat tidur dan kamar mandi, sikap serta keterampilan komunikasi, dan hasil kerja meliputi kualitas dan kecepatan kerja pada saat praktik kerja industri. Penelitian ini menggunakan metode kualitatif, responden sebagai informan terdapat lima *supervisor* hotel tempat prakerin SMK Negeri 15 Bandung. Data dikumpulkan dengan teknik wawancara, observasi dan studi dokumentasi. Hasil penelitian menunjukkan bahwa praktikan sudah mencapai penguasaan kompetensi *housekeeping* sesuai standar operasional yang berlaku di hotel, diperkuat dengan studi dokumentasi data kepuasan pelanggan yang menunjukkan pihak hotel setuju dengan kinerja yang ditunjukkan praktikan, serta nilai praktikan selama prakerin yang menunjukkan lebih dari setengah praktikan mendapatkan kumulatif nilai dengan kategori baik. Rekomendasi ditujukan kepada pihak hotel yang menjadi instansi pasangan sekolah dan sekolah SMK Negeri 15 Bandung untuk lebih mengoptimalkan fasilitas sarana dan prasarana agar praktikan dapat melaksanakan prakerin dengan efektif dan mampu meningkatkan penguasaan kompetensi *housekeeping*.

**Kata Kunci :** *Supervisor*, Kompetensi, *Housekeeping*, Prakerin

**SUPERVISOR OPINION OF TAKE CONTROL COMPETENCE  
HOUSEKEEPING ON IMPLEMENTATION OF WORKING  
PRACTICES INDUSTRY IN HOTEL**

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**ABSTRACT**

*This study is based on **user** opinion regarding the difference between theory and practical implementation work in hotel housekeeping industry, focused on the competence of the practitioner to be achieved in accordance with the demands of the working industry. Researchers consider it important to do research on the opinion of the mastery of competencies housekeeping supervisor on work practices in the hotel industry. The aim of this study was to obtain an overview of the mastery of competencies housekeeping, associated with the preparatory work that includes time discipline, appearance, preparation tools and preparation trolley, the implementation of the work includes access in the guest rooms, the arrangement and cleaning of the bed and bathroom, attitudes and communication skills, and work including the quality and speed of work during the working practices of the industry. This study used qualitative methods, respondents as informants, there are five supervisors hotel where **prakerin** SMK Negeri 15 Bandung. Data were collected by interview, observation and documentation study. The results showed that the practitioner has reached mastery of competencies housekeeping standards applicable operational at the hotel, reinforced with a questionnaire of customer satisfaction which shows the hotel agree with the performance of the practitioner, as well as the value **praktikan** during **prakerin** which showed more than half the practitioner to get the cumulative value with good category. Recommendations addressed to the hotel the partner agencies and school SMK Negeri 15 Bandung to further optimize infrastructure facilities so that the learners can carry out working practices industry effectively and improve mastery of competencies housekeeping.*

**Kata Kunci** : Supervisor, Competence, Housekeeping, **Prakerin**