



Volume 9 Issue 1, June 2026, pages: 153-162

HOUSEKEEPING STAFF WORK STRATEGIES IN MAINTAINING CLEANLINESS AND COMFORT IN 3-STAR HOTELS IN BALI

**Putu Agus Murtono^{1*}, I Putu Sagita Jaya Utama², I Made Ojes Mahardika³,
I Komang Ardana⁴, Ida Bagus Manuaba⁵**
Politeknik Negeri Bali^{1*2345}
putuagusmurtono@pnb.ac.id

Received: 02/03/2026

Revised: 27/04/2026

Accepted: 27/05/2026

Abstract

The hotel industry in Bali faces relatively high occupancy rates, requiring continuous operational readiness, particularly in the housekeeping department, which plays a direct role in maintaining cleanliness and guest comfort. Increasing workloads and tight operational schedules demand adaptive work strategies to sustain service quality. This study aims to analyze the work strategies of housekeeping staff in maintaining hotel cleanliness and comfort in Bali. This study employed a qualitative approach through field observations, in-depth interviews with housekeeping staff and supervisors, and analysis of hotel operational documents. Data were analyzed through data reduction, data display, and conclusion drawing, combined with a SWOT analysis. The findings indicate that housekeeping strategies include work rhythm management, flexible task allocation, team coordination, and the use of work experience in handling operational pressures. In practice, staff prioritize room cleaning based on occupancy urgency and apply cross-task assistance to ensure timely room readiness during peak periods. These strategies help maintain consistent cleanliness standards in both guest rooms and public areas. The study implies the need to strengthen housekeeping work systems and internal controls to sustain service quality amid dynamic operational conditions.

Keywords: Housekeeping, Work Strategy, Hotel Cleanliness, Guest Comfort, Bali

1. INTRODUCTION

Hospitality is a major sector in Bali's tourism industry, supporting the movement of domestic and international tourists throughout the year (Mas & Pratiwi, 2024). Data from the Bali Province Central Statistics Agency shows that the average occupancy rate for star-rated hotels in 2023 was in the range of 60–65 percent, with peak occupancy reaching over 70 percent during the mid-year and year-end holiday seasons. This figure reflects the high intensity of use of hotel facilities, particularly guest rooms, as the primary space for tourist activities. This high occupancy rate requires consistent hotel operational readiness to maintain service quality under various visiting conditions (Putra et al., 2021). Cleanliness and comfort of hotel rooms are dominant factors that influence guests' stay experience (Belinda & Rahardjo, 2024). Various hotel industry surveys show that the most common guest complaints relate to room cleanliness, linen condition, room odor, and the

tidiness of supporting facilities. Any shortcomings in these areas have the potential to impact guests' perceptions of the hotel's overall quality (Cahyani et al., 2024). Data from online review platforms such as TripAdvisor and Booking.com also indicate that cleanliness consistently appears as one of the most frequently mentioned issues in negative guest reviews of hotels in Bali, particularly during peak occupancy periods. In Bali's competitive hospitality industry, hotels that fail to maintain cleanliness standards risk receiving negative reviews that could impact future bookings (Soeswoyo & Rahardjo, 2024).

The housekeeping department plays a strategic role in maintaining hotel room cleanliness and comfort standards. Housekeeping staff duties include cleaning guest rooms, maintaining public areas, managing linens, and arranging room facilities according to hotel operational standards (Maharani et al., 2021). Each attendant is generally responsible for 10–16 rooms per shift, depending on the hotel class and occupancy rate (Noviastuti & Jati, 2023). This workload requires effective time management, task allocation, and coordination to ensure each room is prepared to standard before being reused by guests. The challenges of housekeeping staff increase with fluctuations in hotel occupancy levels. During peak periods, limited cleaning time and the pressure of check-in and check-out schedules become major obstacles (Latif & Permana, 2023). This condition has the potential to give rise to non-conformity to standards if the work strategy is not designed systematically (Parhusip et al., 2023). Hotels need to manage the housekeeping work rhythm so that the quality of cleanliness and room comfort remains consistent even though the volume of work increases significantly (Swandewi & Sinaga, 2023). The competitive hospitality industry in Bali is pushing hotels to continuously improve the quality of their internal services. Housekeeping is a key indicator of hotel quality, both through satisfaction surveys and online reviews (Pramudia & Semara, 2023). These assessments often focus on details such as room cleanliness, neatness of room layout, and the comfort of the facilities used. (Setiawan et al., 2021) This situation demonstrates that housekeeping strategies play a direct role in maintaining a hotel's reputation and competitiveness in the Balinese tourism market.

Both studies provide an empirical overview of the role of housekeeping and room cleanliness quality; however, they primarily focus on service outcomes and guest perceptions. The study by Primantara et al. (2025) emphasizes the level of room cleanliness achievement, while Suria & Febianti (2023) focus on guest satisfaction and service evaluation. Neither study explores in depth how housekeeping staff organize their work processes, manage time constraints, or develop adaptive strategies in response to operational pressures. This study differs by focusing on the internal perspective of housekeeping staff, particularly on the practical strategies they employ, such as work rhythm management, task prioritization, and team-based coordination in real-time operational contexts. This perspective is crucial, as the sustainability of hotel service quality is shaped not only by service outcomes but also by the effectiveness of daily work processes behind the scenes. This study aims to examine the work strategies of housekeeping staff in maintaining hotel cleanliness and guest comfort in Bali using a qualitative approach. The focus includes daily work patterns, task allocation, operational challenges, and adaptive solutions implemented in practice. By adopting a process-oriented perspective, this study complements existing outcome-based research and provides practical insights for strengthening housekeeping systems and maintaining consistent service quality.

2. RESEARCH METHODS

2.1 Research Approach

This study employed a qualitative approach through field research. This approach was used to comprehensively explore the work strategies of housekeeping staff in maintaining hotel cleanliness and comfort. The research focused on work activities, task distribution patterns, and how housekeeping staff responded to operational challenges that arose in their daily routines.

2.2 Location and Time of Research

This research was conducted in 3-star hotels in Bali. The location was selected based on the high tourist traffic and the relatively heavy daily housekeeping operations typically found in mid-scale hotel categories. Three-star hotels were chosen as they represent a segment with high occupancy rates and operational demands, while still operating with relatively limited human resources compared to higher-class hotels. The research was conducted from October to December 2025.

2.3 Data Source

The data sources in this study consist of primary and secondary data. Primary data were obtained directly from the field through observations of housekeeping work activities and in-depth interviews with informants. The research informants included the head of housekeeping, two supervisors, and six active housekeeping staff working in 3-star hotels in Bali. Secondary data were obtained from internal hotel documents, housekeeping operational reports, and supporting literature in the form of scientific journals and hotel-related publications.

2.4 Method of Collecting Data

Data collection was carried out using several techniques as follows.

- a. Observation, carried out by directly observing the work activities of housekeeping staff, including the room cleaning process, linen management, and work coordination between staff.
- b. Interviews were conducted in a semi-structured manner with informants to obtain information regarding work strategies, division of tasks, operational constraints, and how to maintain the cleanliness and comfort of hotel rooms.
- c. Documentation is carried out by collecting data in the form of work schedules, standard operating procedures for housekeeping, and internal records relevant to operational activities.
- d. Literature studies were conducted to strengthen the analysis through previous research results and scientific references related to housekeeping and hotel management.

2.5 Data Processing and Analysis Techniques

Data processing and analysis is carried out in several stages, namely:

- a. Data collection, all data from observations, interviews and documentation are collected systematically.
- b. Data reduction, data is selected and arranged to suit the research focus related to housekeeping work strategies.
- c. Data presentation, the data that has been compiled is presented in the form of a structured narrative to make it easier to extract meaning.

d. Drawing conclusions is done through analysis of the work strategy patterns of housekeeping officers based on field findings.

Furthermore, this research analysis used a SWOT Matrix to map the work strategies of housekeeping staff in maintaining the cleanliness and comfort of hotels in Bali. This analysis was used to identify internal and external conditions that influence housekeeping performance and then formulate alternative work strategies that can be implemented operationally. The results of the SWOT analysis led to the formulation of four types of strategies as follows.

- a. SO Strategy (Strength – Opportunity): this strategy is aimed at leveraging the internal strengths of housekeeping staff, such as work skills, field experience, and mastery of hotel operational standards, to respond to external opportunities. These opportunities include the high number of tourist visits to Bali and increasing guest demands for room cleanliness and comfort. This strategy focuses on strengthening housekeeping performance to maintain service quality during periods of high occupancy.
- b. WO Strategy (Weakness – Opportunity): this strategy focuses on mitigating internal weaknesses in housekeeping staff, such as staffing constraints, time pressures for cleaning rooms, and unequal distribution of duties. External opportunities, such as increased hotel occupancy, are being leveraged to encourage work system improvements, rescheduling of tasks, and optimization of inter-staff coordination to maintain room cleanliness and comfort.
- c. ST Strategy (Strength – Threat): this strategy focuses on leveraging internal housekeeping strengths to address external threats. These include competition between hotels in Bali's tourist areas and increasing guest expectations for cleanliness standards. The housekeeping staff's extensive work experience and consistent implementation of work procedures are used to maintain service quality despite the competitive pressures of the hotel industry.
- d. WT Strategy (Weakness – Threat): this strategy focuses on maintaining the quality of housekeeping work by reducing internal weaknesses and avoiding external threats. Limited human resources and competitive pressures require adjustments to work strategies to maintain hotel cleanliness and comfort. This strategy focuses on reorganizing workloads, improving team coordination, and continuously monitoring work quality.

To ensure data validity and trustworthiness, this study applied triangulation techniques. Source triangulation was conducted by comparing information obtained from different informants, including the head of housekeeping, supervisors, and housekeeping staff. Method triangulation was applied by cross-checking data from observations, interviews, and documentation. In addition, data consistency was verified through repeated data review and comparison between field findings and relevant documents. This process was carried out to ensure the credibility and reliability of the research results.

3. RESULTS

Based on the identification of the internal operational environment of the hotel housekeeping department in Bali and the results of interviews with key informants directly involved in the implementation of housekeeping work, a number of internal factors were obtained that influence the work strategies of housekeeping officers in maintaining the cleanliness and comfort of the hotel. These internal factors are related to the officers' work skills, division of tasks, work time management, field experience, and the implementation of standard operating procedures for housekeeping. The internal

factors that influence the work strategies of housekeeping officers in Bali are further presented in Table 1. The table shows several internal factors that have a direct impact on the effectiveness of housekeeping work in maintaining the quality of cleanliness and comfort of rooms and public areas of the hotel.

Table 1. Strength Weakness Opportunities Threats (SWOT) Analysis

External Factors	Opportunity	Threat
		High number of domestic and foreign tourist visits to Bali throughout the year. (O1)
Internal Factors	Increasing guest expectations regarding hotel cleanliness and service quality. (O2)	Work time pressure during high hotel occupancy rates. (T2)
	The development of online booking platforms and digital reviews as a means of hotel promotion. (O3)	Limited number of housekeeping staff compared to workload. (T3)
Strength	SO Strategy	ST Strategy
Housekeeping officers have adequate skills and work experience. (S1)	Optimizing staff skills to maintain room cleanliness quality during high occupancy periods. (S1, O1)	Improving the consistency of cleanliness quality to face competition between hotels. (S1, T1)
Implementation of clear housekeeping standard operating procedures. (SOP) (S2)	Adapting SOPs to increasing demands for cleanliness and guest comfort. (S2, O2)	Tightening supervision of SOP implementation amidst limited working time. (S2, T2)
Teamwork and coordination between housekeeping staff is running well. (S3)	Utilize team coordination to maintain optimal cleanliness of rooms and public areas. (S3, O1)	Optimizing teamwork to overcome workforce limitations. (S3, T3)
Experience dealing with fluctuating hotel occupancy rates. (S4)	Using work experience as a basis for adjusting work strategies during peak seasons. (S4, O1)	Maintaining stability of work quality even under operational pressure. (S4, T2)
Weakness	WO Strategy	WT Strategy
The workload of housekeeping staff is relatively high in certain periods. (W1)	Adjustment of task distribution to maintain cleanliness quality. (W1, O1)	Workload reconfiguration to avoid service quality degradation. (W1, T2)
Limited number of housekeeping staff. (W2)	Optimization of work schedules and utilization of teamwork. (W2, O1)	Work quality control through supervisor supervision. (W2, T3)
Room cleaning time is limited due to check-in and check-out schedules. (W3)	Prioritizing room cleaning based on guest need level. (W3, O2)	Adjusting work strategies so that time constraints do not reduce cleanliness standards. (W3, T2)
Work pressure has the potential to reduce officer accuracy. (W4)	Improving work motivation through performance evaluation and appreciation. (W4, O3)	Strengthening quality control to minimize work errors. (W4, T1, T3)

Source: Researchers (2026)

- a. Strength – Opportunities (SO) Strategy: focuses on leveraging the internal capacity of housekeeping staff to respond to the dynamic operations of hotels in Bali, characterized by relatively high occupancy rates and diverse guest characteristics. This strategy prioritizes room cleanliness and comfort, maintained through structured work management. Internal strengths, such as work experience, procedural mastery, and team coordination, are geared toward supporting the stability of housekeeping operations, ensuring room readiness is maintained according to the hotel's service schedule. The alternative SO strategy leverages housekeeping staff's work experience

as the basis for operational decisions in the field. This experience plays a role in prioritizing room cleaning, anticipating work surges, and adjusting daily work patterns to occupancy conditions. Experience-based work management helps staff determine more efficient work steps without compromising the thoroughness of room and public area cleaning. This work pattern supports smooth hotel operations during periods of high activity. The next SO strategy emphasizes the use of standard operating procedures (SOPs) as a tool for controlling the quality of housekeeping work. SOPs serve as technical guidelines that guide staff in carrying out each stage of cleaning rooms and public areas. Consistent implementation of SOPs helps maintain uniform work results despite changing occupancy levels and service demands. SOPs also assist both new and existing staff in maintaining work quality according to hotel standards. Another SO strategy is aimed at strengthening work coordination among housekeeping staff. Effective coordination supports a more structured division of tasks and reduces workload disparities among staff. Team-based work arrangements help expedite the room preparation process and maintain overall cleanliness. Good coordination patterns also support smooth internal communication in the face of busy operational conditions.

- b. Strength – Threats (ST) Strategy: focuses on leveraging internal housekeeping strengths to address external pressures stemming from inter-hotel competition and limited operational hours. This strategy aims to maintain stable room cleanliness standards despite intense competition in the hotel industry. Room cleanliness plays a role in shaping guest perceptions of the overall quality of hotel service. The ST strategy alternative leverages housekeeping staff skills and clear procedures to control room cleanliness. Consistent implementation of work procedures helps maintain cleanliness standards despite increased operational pressures. Staff discipline plays a role in ensuring that each cleaning stage is carried out thoroughly and in accordance with hotel regulations. This work pattern supports stable service quality amidst competition between hotels. The next ST strategy is directed at strengthening the work oversight function of housekeeping supervisors. Internal supervision serves to monitor staff work implementation and ensure compliance with hotel standards. This work control helps maintain staff accuracy despite limited working hours. Structured supervision supports consistent quality of room and public area cleanliness.
- c. Weakness – Opportunities (WO) Strategy: was developed to address internal housekeeping limitations by exploiting opportunities within the hotel's operational environment. This strategy focuses on improving work systems to minimize weaknesses such as limited staff and working hours. The primary focus is on structuring the work system to maintain room cleanliness. The alternative WO strategy emphasizes restructuring the division of housekeeping duties. A more structured division of duties helps align the workload with hotel occupancy conditions. This work arrangement supports an even distribution of workload among staff, ensuring consistent room cleaning quality. Good work organization also helps improve the smoothness of housekeeping operations. The next WO strategy focuses on more planned room cleaning time management. Work priorities are aligned with guest check-in and check-out schedules. A more systematic work schedule helps maintain room readiness without compromising cleanliness standards. This work pattern supports the effectiveness of housekeeping operations in the face of schedule pressures. Another WO strategy utilizes work evaluations as a means of improving service quality. Work evaluations are used to assess room and public area cleaning

results and serve as a basis for improving housekeeping staff work patterns. Regular evaluations help maintain consistent hotel cleanliness and comfort.

- d. Weakness – Threats (WT) Strategy: aims to control the risk of declining hotel cleanliness and comfort due to internal constraints and external pressures. This strategy focuses on adjusting internal work systems to maintain service quality. The alternative WT strategy prioritizes workload restructuring as a primary control measure. Adjusting the workload helps maintain stable room cleaning quality under busy operating conditions. A more balanced workload management supports staff's thoroughness in carrying out room and public area cleaning duties. The next WT strategy is directed at strengthening work quality control by housekeeping supervisors. Quality control is carried out through regular monitoring of staff performance. This step maintains consistent hotel cleanliness standards amidst limited resources and operational pressures. Structured work controls support the ongoing quality of housekeeping services.

The work of housekeeping staff in Balinese hotels demonstrates complex and ongoing operational dynamics. Housekeeping activities extend beyond room cleaning to managing room comfort, facility readiness, and adapting work to changing guest schedules. High hotel occupancy rates in Bali create work pressures that require housekeeping staff to work in a structured and responsive manner to maintain hotel cleanliness and comfort standards. This situation places housekeeping as a work unit that plays a direct role in maintaining the overall quality of hotel service.

The adaptability of housekeeping staff is evident in how they organize their daily work rhythm. This work rhythm is managed by determining the order in which rooms are cleaned, adjusting work hours, and allocating resources according to operational needs. On days with busy check-out schedules, staff tend to focus on preparing rooms for immediate occupancy. This adaptive pattern helps reduce potential delays in room preparation while maintaining cleaning quality at the hotel's standards. A planned work rhythm also helps staff manage fatigue, ensuring consistent cleaning results.

Coordination between housekeeping staff is an integral part of the operational adaptation process. Teamwork serves as an internal mechanism to maintain smooth workflow when sudden schedule changes occur. Tasks are distributed flexibly based on field conditions, such as the number of rooms to be prepared and workforce availability. Effective coordination helps maintain an even workload among staff and supports efficient completion of tasks. This practice demonstrates that the quality of hotel cleanliness is determined by both individual abilities and the effectiveness of the collective work within the housekeeping team.

Housekeeping staff's work experience also influences their ability to adapt to operational pressures. Staff with extensive experience have a practical understanding of hotel occupancy patterns, guest characteristics, and critical points requiring increased attention during the cleaning process. This experience helps staff make quick and accurate decisions in the field. This experience-based work practice supports the stability of room and public area cleanliness despite increased workloads. Thus, work experience serves as operational capital in maintaining the quality of housekeeping services.

Interviews with informants provide a concrete picture of work adaptation practices in the field. A housekeeping officer stated that:

"If a guest's schedule is tight, we coordinate immediately. Usually, we work on the room that's moved out first to avoid disrupting the next guest's schedule".

Meanwhile, a housekeeping supervisor explained that:

"At the beginning of each shift, we always check the condition of the rooms and the schedule. If there are any sudden changes, the assignments are immediately rearranged to ensure all rooms are ready and cleanliness standards are maintained".

In addition, informal work practices were also identified as part of operational adaptation. One staff member stated:

"When it's very busy, we sometimes help finish other staff's rooms so everything can be ready faster, even if it's outside our assigned area".

Another informant added:

"We usually prioritize rooms for guests who arrive earlier, so the front office can still check them in on time".

These findings indicate that work adaptation is carried out not only through formal procedures but also through practical and experience-based strategies that are not explicitly stated in standard operating procedures.

4. DISCUSSION

Based on field findings, the adaptive workflow of housekeeping staff during high occupancy periods can be described as a structured yet flexible sequence: (1) identification of priority rooms based on check-in schedules, (2) redistribution of tasks according to staff availability, (3) implementation of cross-task assistance among staff, and (4) final inspection to ensure room readiness within limited time constraints. This workflow illustrates how housekeeping staff adjust their work rhythm dynamically in response to operational pressures.

The informant's statement indicates that work adaptation is carried out through active communication and direct adjustments to task distribution in the field. The findings of this study partially support the results of Lourdes & Hadi (2025) who emphasize the importance of maintaining service quality through standardized housekeeping procedures. However, this study reveals that beyond formal procedures, housekeeping staff rely heavily on informal and adaptive strategies, particularly during peak occupancy periods, which were not explicitly addressed in the previous study.

Similarly, Purnomo & Rahayu (2025) highlight the role of supervision in maintaining service standards. In contrast, this study indicates that operational efficiency is more strongly influenced by horizontal coordination mechanisms, such as peer collaboration and spontaneous task-sharing, rather than relying solely on supervisory control. This suggests that effective housekeeping performance is shaped not only by hierarchical structures but also by collective work dynamics among staff.

Furthermore, the SWOT findings can be interpreted within the framework of human resource management and operational management theories. The SO and ST strategies reflect the ability of housekeeping staff to utilize their skills, experience, and procedural knowledge as strategic resources in responding to high occupancy and competitive pressures. This aligns with the concept of operational flexibility, where employees adjust their work patterns to meet fluctuating service demands.

On the other hand, the WO and WT strategies highlight challenges related to workload imbalance, limited staffing, and time constraints. These conditions are closely associated with workload management theory, which emphasizes the importance of effective task distribution, coordination, and time efficiency in maintaining service

quality. Therefore, strengthening housekeeping performance requires not only adherence to procedures but also adaptive workforce management and flexible coordination systems.

Overall, the research results indicate that operational adaptation by housekeeping staff is an ongoing and dynamic process in maintaining hotel cleanliness and comfort. Managing work rhythms, coordinating teams, utilizing experiential knowledge, and applying informal adaptive strategies create a resilient work system that supports stable hotel service quality. This adaptation enables the housekeeping department to respond effectively to operational pressures and evolving guest demands, thereby sustaining service quality in the long term.

5. CONCLUSION

Practices in maintaining the cleanliness and comfort of hotel rooms and public areas indicate that operational pressures arising from high occupancy rates and limited working hours are addressed through adjustments in task allocation and work priority management. These findings show that consistent housekeeping service quality is achieved through a structured internal work system and disciplined task execution, thus contributing directly to the stability of hotel service quality in Bali. Based on these conclusions, it is recommended that hotel management strengthen the housekeeping work system through more balanced workload distribution and structured supervision. The use of real-time room status tracking systems is also recommended to support more efficient coordination between housekeeping and front office staff, particularly during peak occupancy periods. In addition, providing performance-based incentives or additional compensation for housekeeping staff during periods of excessive workload can help maintain motivation and work quality. Strengthening coordination between staff and supervisors remains essential to ensure effective work adaptation to changing operational conditions. Furthermore, regular work evaluations can serve as a basis for improving housekeeping work patterns and maintaining consistent service standards. Future research could examine aspects of job training, digital support systems, and housekeeping supervision models more comprehensively to enrich the study of hotel service quality management.

REFERENCES

- Belinda, B., & Rahardjo, JSD (2024). Factors Influencing Guest Loyalty. *Niagara Scientific Journal*, 16(1), 8–19.
- Cahyani, NL, Simatupang, DT, Lapotulo, N., & Kurnia, O. (2024). Factors Affecting Hotel Room Quality To Improve Guest Comfort In Asialink Hotel Batam by Prasanthy. *Journal of Hospitality and Tourism Management*, 7(2), 168–176.
- Latif, L., & Permana, G. (2023). Evaluation Of The Housekeeping Department's Standard Operating Procedures For Providing Guest Supplies At The Four Seasons Hotel Jakarta. *TOBA: Journal of Tourism, Hospitality, and Destination*, 2(3), 68–77.
- Lourdes, EXD, & Hadi, S. (2025). The Role Of The Housekeeping Department In Supporting Cleanliness And Guest Satisfaction At PrimeBiz Hotel Kuta Bali. *Journal of Education, Humanities & Social Sciences*, 7(3), 1030–1037.
- Maharani, NPDS, Indrayani, IGAPW, & Diwyarthi, NDMS (2021). The Influence Of Leadership Style On Work Motivation Of Housekeeping Department Employees At Hotel A Ubud. *Hospitality Business Journal*, 10(1), 1–12.
- Mas, IGAMA, & Pratiwi, A. (2024). Analysis Of The Influence Of Tourism Factors On

- Economic Growth In Bali Province. *Jurnal Ganec Swara* Vol, 18(1).
- Noviastuti, N., & Jati, DRHW (2023). Linen Attendant Strategy In Optimizing Linen Supply During High Season At The Grand Keisha Hotel Yogyakarta. *Jurnal Nusantara*, 6(2), 34–46.
- Parhusip, FA, Lubis, AL, & Wibowo, A. (2023). Employee Performance Of The Housekeeping Department At Swiss-Belhotel Harbor Bay Batam As A Result Of Job Training. *Jurnal Mekar*, 2(1), 15–20.
- Pramudia, GNB, & Semara, IMT (2023). The Role Of Housekeeping In Handling Guest Complaints During Room Preparation In Hotels. *Scientific Journal of Tourism and Business*, 2(12), 2592–2600.
- Primantara, IGBM, Adi, IASP, & Launingtia, IGAN (2025). Evaluation Of Room Cleanliness Quality For Guest Comfort: A Case Study In A Hotel. *Journal of Hospitality Accommodation Management (JHAM)*, 4(1), 35–43. <https://doi.org/10.52352/jham.v4i1.1767>.
- Purnomo, PD, & Rahayu, E. (2025). The Important Role Of Housekeeping In Maintaining Guest Satisfaction At The Patra Cirebon Sciences Hotel (JEHSS). *Journal of Education, Humanities and Social Sciences (JEHSS)*, 8(1), 1–9.
- Putra, MSP, Yustiani, D., & Astawa, IND (2021). Domestic Tourists As A Driver Of The Balinese Economy During The Covid-19 Pandemic. *Scientific Journal of Hospitality Management*, 12(1), 59–73.
- Setiawan, IGM, Triyuni, NN, Budarma, IK, & Antara, DMS (2021). The Implementation Of Green Housekeeping Management At The St. Regis Bali Resort. *International Journal of Green Tourism Research and Applications*, 3(2), 69–76.
- Soeswoyo, DM, & Rahardjo, S. (2024). Analysis Of Room Facilities Impact On Guest Satisfaction: A Key Competitive Advantage For Hotels Amid Economic Globalization: Analysis Of Room Facilities Impact On Guest Satisfaction: A Key Competitive Advantage For Hotels Amid Economic Globalization. *Bogor Hospitality Journal*, 8(2), 75–87.
- Suria, DBBFP, & Febianti, F. (2023). The Role Of The Housekeeping Department In Providing Quality Service To Guests. *Scientific Journal of Tourism and Business*, 2(8), 1868–1873.
- Swandewi, PA, & Sinaga, F. (2023). The Role Of Order Takers In The Housekeeping Department At Pullman Bali Legian Beach Hotel And Resort. *Scientific Journal of Tourism and Business*, 2(3), 820–828.