



YAYASAN TRISAKTI

# INSTITUT PARIWISATA TRISAKTI

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## SURAT TUGAS

No. : 433/IPT/ST/VII/2024

1	Dasar Penugasan	:	Program Kerja Departemen S.Tr. Pengelolaan Perhotelan
2	Nama Yang menugaskan/Jabatan	:	Fetty Asmanjati, SE.,MM / Rektor
3	Nama yang ditugaskan/Jabatan	:	<b>1. Dra. Wijayanti DP., MM</b> <b>2. Vienna Artina Sembiring, M.Pd., M.Par</b> <b>3. Stephanie (Mahasiswa)</b>
4	Maksud Penugasan	:	Melakukan Penelitian "The Influence of linen parstock on the Performance of Room Attendant Housekeeping Department Hotel Dorsett Johor Baru, Malaysia (Silka Johor Hotel)"
5	Alat Transportasi	:	Udara
6	a. Tempat Penugasan Awal	:	Institut Pariwisata Trisakti
	b. Tempat Penugasan Akhir	:	Malaysia
7	a. Lama Penugasan	:	2 (dua) bulan
	b. Tanggal Penugasan	:	1 Maret - 1 Juni 2024
8	Pembebanan Biaya	:	
	a. Instansi	:	IP Trisakti
	b. Lainnya (sebutkan)	:	
9	Lain-lain	:	

### PENGESAHAN PENUGASAN

Ditetapkan di Jakarta  
pada tanggal: 7/10/2024

  
Fetty Asmanjati, SE.,MM /Rektor

### TEMPAT TUJUAN

Tiba di : Malaysia

Tanggal :

### TEMPAT KEMBALI

Telah diperiksa, dengan keterangan bahwa perjalanan diatas benar telah dilaksanakan sesuai perintah dan semata-mata untuk kepentingan dinas dalam waktu sesingkat-singkatnya:

**Dr. Nurbaeti, MM**

Warek II

Dokumen yang telah diperiksa diserahkan kepada:

1. Pelaksana Tugas
2. Atasan Langsung Pelaksana Tugas
3. Bagian Umum & Keuangan
4. Sekretariat

## MEMO DINAS

Kepada Yth. : Ibu Fetty Asmanati, SE., MM (Rektor IP Trisakti)  
Dari : Kadep S.Tr. Pengelolaan Perhotelan  
Perihal : Permohonan Surat Tugas

Dengan Hormat,

Sehubungan dengan adanya kegiatan Tri Dharma Perguruan Tinggi dan untuk keperluan pelaporan BKD Semester Genap TA 2023/2024 bagi Dosen Departemen Pengelolaan Perhotelan. Maka bersama ini kami mengajukan pembuatan surat tugas dengan nama – nama sebagai berikut:

Nama	Kegiatan	Periode	Tempat
1. Dra. Wijayanti DP., MM.	Melakukan penelitian dengan judul "The Influence of linen parstock on the Performance of Room Attendant Housekeeping Department Hotel Dorsett Johor Baru, Malaysia (Silka Johor Hotel)."	Maret – Juni 2024	Jurnal: <i>European Modern Studies Journal</i> . E-ISSN: 2522-9400, Vol. 8, No. 3, 12 Juni 2024.
2. Vienna Artina Sembiring, M.Par.			
3. Stephanie (Mahasiswa)			


Demikianlah permohonan ini kami buat, sebelum dan sesudahnya kami ucapkan terima kasih.

Jakarta, 10 Juli 2024

Hormat kami,

  
Robiatul Adawiyah, M.Par.  
Kadep. Pengelolaan Perhotelan

Mengetahui,

  
Agus Riyadi, SST.Par., M.Sc., Ph.D., CHIA., QCRO.  
Wakil Rektor I

Menyetujui,



Fetty Asmanati, SE., MM  
Rektor

Jakarta, 10 Juli 2024

Hal : Pembuatan surat tugas penelitian untuk keperluan BKD Genap 2023/2024

Kepada Yth :  
**Robiatul Adawiyah, M.Par**  
**Kepala Departemen Pengelolaan Perhotelan**  
Di Tempat,

Dengan hormat,

Bersama ini kami mengajukan untuk dapat dibuatkan surat tugas Penelitian untuk keperluan BKD semester Genap 2023/2024 dikarenakan penelitian yang dilakukan sudah terbit di dalam European Modern Studies Journal :

No	Judul Penelitian	WAKTU PENELITIAN	Nama Peneliti
1.	The Influence of Linen Parstock on the Performance of Room Attendant Housekeeping Department Hotel Dorsett Johor Bahru, Malaysia (Silka Johor Hotel)  Terbit di Jurnal : European Modern Studies Journal  E-ISSN : 2522-9400 VOL. 8 NO. 3, 12 Juni 2024	Maret – Mei 2024	1. Dra. Wijayanti Dewi Prabandari, MM  2. Vienna Artina Sembiring, M.Pd, M.Par  3. Stephanie

Demikianlah surat pemberitahuan ini saya sampaikan, atas perhatian dan bantuan Ibu saya ucapkan terima kasih

Hormat saya,



**Dra. Wijayanti, D.P, MM**  
Dosen IP Trisakti

**The Influence of Linen Parstock on the Performance of Room Attendant Housekeeping Department Hotel Dorsett Johor Bahru, Malaysia (Silka Johor Hotel)**

Wijayanti Dewi Prabandari, Vienna Artina Sembiring, Stephanie  
Institut Pariwisata Trisakti, Jakarta, Indonesia

**Abstract.** The research method used correlational descriptive method, to determine the effect of linen parstock on the performance of room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel), using interviews, observations and questionnaires. This research was conducted at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) which is located at lot 101375, Jalan Masai Lama Mukim Plentong, 81750 Johor Bahru, Malaysia. From the results, the correlation coefficient for parstock linen on room attendant performance is -0.936, it can be concluded that there is no relationship between linen parstock and room attendant performance. Based on the results of the coefficient of determination obtained from the research results, it is 0.88%. However, the Housekeeping Department of Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) still needs to pay attention to this in order to prevent stuck in linen rotation, especially during peak season, and it is best for the Housekeeping Department of Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) to carry out regular inventory of existing linen so that the quality and quantity of existing linen is maintained properly so that even during peak season the room attendants can work optimally.

**Key words:** room attendant, hotel, linen parstock, linen

### **Introduction**

As we all know, Malaysia is one of our neighboring countries which is quite advanced both economically, politically and in the tourism sector. Progress in the tourism sector is marked by rapid development and modernization that has occurred in almost all cities in Malaysia. The development of tourist attractions to become anchorages for local and foreign tourists is supported by the rapid development of shopping areas and hotels to support these tourist attractions, so that many local and foreign tourists want to spend time in Malaysia, whether for holidays, business or medical treatment. and shopping. Hotels are one of the most important buildings to support tourist attractions built in this country, making business people compete to build hotels in all cities in this country.

Hotels are one of the most important buildings to support tourist attractions built in this country, making business people compete to build hotels in all cities in this country. Of the many hotels in all cities in Malaysia, both chain hotels and independent hotels. Of the many hotels in Malaysia, there is one hotel chain, namely Hotel Dorsett Johor Bahru, Malaysia. In operational activities, this 3 (three) star hotel has several very important departments, both departments that generate revenue directly such as the Front Office and Food & Beverages as well as departments that do not generate revenue directly or are often called supporting departments such as Housekeeping, Marketing, Purchasing and Maintenance. Even though the housekeeping department does not generate revenue directly, housekeeping is one of the most important departments in hotel operations, especially in the smooth preparation and maintenance of room cleanliness, because the biggest income from a hotel comes from selling or renting rooms. Apart from this, housekeeping also has another function, namely being responsible for cleaning, maintaining and guarding all outlets and public rooms in the hotel. functions to clean, maintain and look after all areas of the hotel. With so many areas or outlets