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

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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

that must be cleaned, maintained or looked after, housekeeping is divided into several sections such as public areas, room attendants, runners and laundry.

Room attendant is the section responsible for maintaining hotel guest rooms, which includes cleanliness, tidiness, beauty and comfort of guests in the hotel. So guest comfort in the hotel really depends on the service provided by a room attendant. However, room attendants often have problems in providing service to guests, especially in cleaning guest rooms or often called make-up rooms. An obstacle that often occurs is the lack of stock of linen distributed to room attendants to clean guest rooms, especially during busy times or peak season. This makes the performance of room attendants less than optimal in providing the best service to guests staying at the hotel.

Literature Review

Housekeeping

Housekeeping or housekeeping means household. 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.

According to Bagyono (2014) Housekeeping in the world of tourism, cleanliness is one aspect that greatly influences the comfort of tourists while visiting and enjoying their holidays in a place, objects that are often assessed by guests include the cleanliness of restaurants, bars, rooms, hotels, lobbies, tourist attractions, travel agency offices and others. To create clean environmental conditions, knowledge is needed about the objects that need to be cleaned.

According to Sulastiyono (2011) Housekeeping is a part of a hotel that functions and is given responsibility starting from materials made from fabric, maintaining the cleanliness and tidiness of the room as well as providing equipment for the room, and maintaining all hotel rooms. In this regard, hotel employees in the housekeeping department are required to have good skills, behavior and knowledge regarding cleanliness in a hotel. From the definition above we can conclude that the Housekeeping Department is one of the parts in the hotel that is responsible for Responsible for handling matters relating to the beauty, tidiness, completeness and health of all guests.

Room Attendant

Room attendants are a very important part of the housekeeping department because they are tasked and responsible for cleaning rooms in a hotel, because the biggest revenue from a hotel is from room sales. According to Sulastiyono (2011). Room attendant responsible for maintaining cleanliness, tidiness and completeness of rooms.

Parstock

Parstock is standard for storing and inventorying goods. Linen parstock is the amount of linen inventory needed in circulation or the amount of linen inventory required in hotel operations (Rumekso, 2011). According to Agus Sulastiyono (2006) the word parstock is used again in determining the amount of room linen inventory, the word parstock is a multiple of the amount of linen needed for all guest rooms. Thus, if you want to calculate the number of each type of linen that must be available in circulation, you must first determine how many each type of linen is installed in each room, then determine the "par" required for each type of linen (3, 4, or 5 par).

Linen

Linen is one of the sections in the Housekeeping Department where there are various types of linen commonly used in room cleaning operations. There is also linen in the banquet or F&B Department which is included in the housekeeping section. According to Widjaya and Artyasa (2005) Linen is a section or part of the housekeeping department whose scope of responsibility includes controlling the circulation of all linen in the hotel. This section also guarantees and maintains uniform discipline so that all employees remain clean, neat and complete in accordance with applicable regulations. Linen is also one of the bedroom equipment made from fabric. According to Drs. Agus Sulastiyono (2002) Linen is a room supply or Room Supplies which is categorized as a recycled inventory item and is under the responsibility of the Executive Housekeeper.

Performance

A person's performance is a combination of ability, effort and opportunity which can be seen from the results of his performance. According to Malayu Hasibuan (2001) stated that performance (work achievement) is a work result achieved by a person in carrying out the tasks assigned to him which is based on skill, experience and seriousness as well as time. According to Anwar Prabu Mangkunegara (2000) Performance (work achievement) is the result of work in terms of quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Based on the above understanding, the author draws the conclusion that performance is the quality and quantity of an individual or group's work output (output) in a particular activity which is caused by acquired abilities and the learning process as well as the desire to achieve. According to Robert L Mathis and John H Jackson (2001), factors that influence the performance of individual workers are: their abilities, motivation, support received, the existence of the work they do and their relationship with the organization.

Method

The method used is a descriptive correlational research method. This research can also be said to be quantitative research, because the data collected by researchers will be analyzed using statistical techniques. The same as stated by Kountur (2007). In this research, the author used a Likert scale. The Likert scale is a tool for measuring attitudes from a very positive to a very negative level, to show the extent of agreement or disagreement with the statements proposed by the researcher (Kusmayadi, 2000). The technique chosen in this research is the census sampling method (saturated sampling), namely the overall sampling process where all room attendants are asked for their opinions in this research. The method used to analyze the data in this research is correlation analysis. To measure the correlation between the influence of linen parstock and the performance of room attendants in the Housekeeping Department of the Dorsett Hotel Johor Bahru, Malaysia, Pearson correlation coefficient analysis will be used. This analysis aims to see the effect of linen parstock on the performance of room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel). Research for this final project was carried out at the Housekeeping Department of the Dorsett Hotel Johor Bahru, Malaysia (Silka Johor Hotel).

Results and Discussion

Respondent Characteristics

The data obtained was in the form of primary data, namely by distributing questionnaires to the room attendants of the Housekeeping department of the Dorsett Johor Bahru Hotel (Silka Johor Hotel), namely 13 respondents.

a. Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	6	46,2	46,2	46,2
	Female	7	53,8	53,8	100,0
	Total	13	100,0	100,0	

There are 6 male respondents with a percentage of 46.2% and 7 female respondents with a percentage of 53.8%. Based on this data, it shows that the majority of room attendants who work at Housekeeping at the Dorsett Hotel Johor Bahru, Malaysia (Silka Johor Hotel) are women.

b. Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<20 years	4	30,8	30,8	30,8
	21-30 years	7	53,8	53,8	84,6
	>31 years	2	15,4	15,4	100,0
	Total	13	100,0	100,0	

Based on age, it can be seen that there are 4 people aged <20 years with a percentage of 30.8%, aged between 21 - 30 years as many as 7 people with a percentage of 53.8% and aged >31 years as many as 2 people with a percentage of 15, 4%. From these data it can be concluded that the majority of respondents who work as room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) are aged 21 -30 years.

c. Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Senior High School	1	7,7	7,7	7,7
	Vocational high school	11	84,6	84,6	92,3
	Collage	1	7,7	7,7	100,0
	Total	13	100,0	100,0	

High school level education was 1 person with a percentage of 7.7%, vocational school education was 11 people with a percentage of 84.6% and university education was 1 person with a percentage of 7.7%. From these data it can be concluded that the majority of respondents who work as room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) have vocational school education.

Descriptive Analysis*a. Type and quality of goods*

The types of linen available are in accordance with the types of rooms at the Hotel.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	10	76,9	76,9	76,9
	Strongly agree	3	23,1	23,1	100,0
	Total	13	100,0	100,0	

The type of linen available is appropriate to the type of room in the hotel, 10 people agree with a percentage of 76.9% and 3 people strongly agree with a percentage of 23.1%. From this data it can be concluded that the majority or majority of respondents who work as room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) agree that "The type of linen available is appropriate to the type of room in the hotel".

The types of linen available are in accordance with the needs required by the room attendant.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	2	15,4	15,4	15,4
	Agree	9	69,2	69,2	84,6
	Strongly agree	2	15,4	15,4	100,0
	Total	13	100,0	100,0	

The types of linen available are in accordance with the needs required by the room attendant, 2 people chose to be unsure with a percentage of 15.4%, 9 people chose to agree with a percentage of 69.2% and 2 people chose to strongly agree with a percentage of 15.4%. From this data it can be concluded that the majority or majority of respondents who work as room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) agree that "The types of linen available are in accordance with the needs required by room attendants".

The quality of the existing linen is in accordance with the standards set by the Hotel.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	7,7	7,7	7,7
	Unsure	1	7,7	7,7	15,4
	Agree	10	76,9	76,9	92,3
	Strongly agree	1	7,7	7,7	100,0
	Total	13	100,0	100,0	

The quality of the existing linen is in accordance with the standards set by the Hotel, with 1 person choosing to disagree with a percentage of 7.7%, 1 person choosing to be unsure with a percentage of 7.7%, 10 people choosing to agree with a percentage of 76.9% and 1 people chose strongly agree with a percentage of 7.7%. From this data it can be concluded that the majority or majority of respondents who work as room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) agree that "The quality of the existing linen is in accordance with the standards set by the hotel".

The quality of the existing linen has helped the room attendant's operations run smoothly.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	3	23,1	23,1	23,1
	Agree	7	53,8	53,8	76,9
	Strongly agree	3	23,1	23,1	100,0
	Total	13	100,0	100,0	

"The quality of the existing linen has helped the smooth operation of the room attendants" 3 people chose to be unsure with a percentage of 23.1%, 7 people chose to agree with a percentage of 53.8% and 3 people chose to strongly agree with a percentage of 23.1%. From this data it can be concluded that the majority or majority of respondents who work as room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) agree that "The quality of the existing linen has helped the room attendants' operations run smoothly."

b. Usability Level

The use of linen in the linen room supports the smooth daily operations of the room attendants.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	7,7	7,7	7,7
	Unsure	2	15,4	15,4	23,1
	Agree	7	53,8	53,8	76,9
	Strongly agree	3	23,1	23,1	100,0
	Total	13	100,0	100,0	

"The use of linen in the linen room has supported the smooth daily operations of room attendants" is 1 person chose to disagree with a percentage of 7.7%, 2 people chose to be unsure with a percentage of 15.4%, 7 people chose to agree with a percentage 53.8% and 3 people chose to strongly agree with a percentage of 23.1%. From these data it can be concluded that the majority or majority of respondents who work as room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) agree that "The use of linen in the linen room supports the smooth daily operations of the room attendants."

The use of linen in the linen room meets existing standards and levels of use.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	5	38,5	38,5	38,5
	Agree	8	61,5	61,5	100,0
	Total	13	100,0	100,0	

"The use of linen in the linen room meets the existing standards and level of use" is 5 people chose to be unsure with a percentage of 38.5% and 8 people chose to agree with a percentage of 61.5%. From this data it can be concluded that the majority or majority of respondents who work as room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka

Johor Hotel) agree that "The use of linen in the linen room meets existing standards and levels of use."

The use of linen is appropriate to the type of room in the hotel.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	1	7,7	7,7	7,7
Unsure	1	7,7	7,7	15,4
Agree	8	61,5	61,5	76,9
Strongly agree	3	23,1	23,1	100,0
Total	13	100,0	100,0	

"The use of linen is appropriate to the type of room in the hotel" is 1 person disagrees with a percentage of 10%, 7 people choose to agree with a percentage of 70% and 2 people choose to strongly agree with a percentage of 20%. From this data it can be concluded that the majority or majority of respondents who work as room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) agree that "The use of linen is appropriate to the type of room in the Hotel".

c. Usage Rate

The available linen parstock is according to the needs of each room.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	1	7,7	7,7	7,7
Unsure	4	30,8	30,8	38,5
Agree	5	38,5	38,5	76,9
Strongly agree	3	23,1	23,1	100,0
Total	13	100,0	100,0	

"The available linen stock is in accordance with the needs of each room" is 1 person chose to disagree with a percentage of 7.7%, 4 people chose to be unsure with a percentage of 30.8%, 5 people chose to agree with a percentage of 38.5% and 3 people chose strongly agree with a percentage of 23.1%. From this data it can be concluded that the majority or majority of respondents who work as room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) agree that "The available linen parstock is in accordance with the needs of each room"

The stock of linen provided in the linen room is appropriate to the level of usage.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	1	7,7	7,7	7,7
Unsure	3	23,1	23,1	30,8
Agree	6	46,2	46,2	76,9
Strongly agree	3	23,1	23,1	100,0
Total	13	100,0	100,0	

"The linen stock provided in the linen room is in accordance with the level of usage" is 1 person chose to disagree with a percentage of 7.7%, 3 people chose to be unsure with a percentage of 23.1%, 6 people chose to agree with a percentage of 46.2% and 3 people chose to strongly agree with a percentage of 23.1%. From this data it can be concluded that the majority or majority of respondents who work as room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) agree that "The stock of linen provided in the linen room is in accordance with the level of usage".

The linen parstock required by room attendants is in accordance with hotel standards.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	1	7,7	7,7	7,7
Unsure	3	23,1	23,1	30,8
Agree	7	53,8	53,8	84,6
Strongly agree	2	15,4	15,4	100,0
Total	13	100,0	100,0	

"The linen stock required by room attendants is in accordance with hotel standards" is 1 person chose to disagree with a percentage of 7.7%, 3 people chose to be unsure with a percentage of 23.1%, 7 people chose to agree with a percentage of 53.8% and 2 people chose to strongly agree with a percentage of 15.4%. From these data it can be concluded that the majority or majority of respondents who work as room attendants at the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) agree that "The linen parstock required by room attendants is in accordance with hotel standards".

Room Attendant Performance

a. Ability

The work capabilities of existing room attendants are in accordance with the SOP.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Disagree	1	33,3	33,3	33,3
Unsure	2	66,7	66,7	100,0
Total	3	100,0	100,0	

"The work capabilities of the existing room attendants are in accordance with the SOP" is 1 person chose to disagree with a percentage of 33.3%, 2 people chose to be unsure with a percentage of 66.7%. From this data it can be concluded that 2 out of 3 respondents, namely supervisors, agreed that "The work capabilities of existing room attendants are in accordance with the SOP".

The room attendant's abilities have improved since working at this hotel.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Unsure	2	66,7	66,7	66,7
Agree	1	33,3	33,3	100,0
Total	3	100,0	100,0	

The room attendant's abilities have improved since working at this hotel was 2 people who chose to be unsure with a percentage of 66.7%, 1 person chose to agree with a percentage of 33.3. From this data it can be concluded that 2 out of 3 respondents, namely supervisors, expressed doubts about the statement "The room attendant's abilities have improved since working at this hotel".

b. Motivation

Room attendants always want to achieve good work performance at work.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unsure	1	33,3	33,3	33,3
	Agree	2	66,7	66,7	100,0
	Total	3	100,0	100,0	

"Room attendants always want to achieve good performance in their work" was 1 person who chose to be undecided with a percentage of 33.3%, 2 people chose to agree with a percentage of 66.7%. From these data it can be concluded that 2 out of 3 respondents, namely supervisors, agreed with the statement "Room attendants always want to achieve good work performance at work".

Room attendants always develop knowledge and creativity in their work.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	33,3	33,3	33,3
	Unsure	1	33,3	33,3	66,7
	Agree	1	33,3	33,3	100,0
	Total	3	100,0	100,0	

"Room attendants always develop knowledge and creativity in their work" is 1 person chose to disagree with a percentage of 33.3%, 1 person chose to be unsure with a percentage of 33.3%, and 1 person chose to agree with a percentage of 33.3%.

Support Received

a. The superior always gives positive motivation to the room attendants

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	2	66,7	66,7	66,7
	Strongly agree	1	33,3	33,3	100,0
	Total	3	100,0	100,0	

"Supervisors always give positive motivation to room attendants" is 2 people chose agree with a percentage of 66.7% and 1 person chose strongly with a percentage of 33.3%. From these data it can be concluded that 2 out of 3 respondents, namely supervisors, agreed with the statement "Supervisors always provide positive motivation to room attendants".

Colleagues provide suggestions that improve the room attendant's performance.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Agree	2	66,7	66,7	66,7
Strongly agree	1	33,3	33,3	100,0
Total	3	100,0	100,0	

"Colleagues provide suggestions that improve the performance of room attendants" is 2 people chose to agree with a percentage of 66.7%, 1 person chose to strongly agree with a percentage of 33.3%. From these data it can be concluded that 2 out of 3 respondents, namely supervisors, agreed with the statement "Colleagues provide suggestions that improve the performance of room attendants."

Support from family, friends and superiors influences the quality of room attendant work.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Agree	2	66,7	66,7	66,7
Strongly agree	1	33,3	33,3	100,0
Total	3	100,0	100,0	

"The support of family, friends and superiors influences the quality of room attendant work" is that 2 people chose to agree with a percentage of 66.7% and 1 person chose to strongly agree with a percentage of 33.3%. From these data it can be concluded that 2 out of 3 respondents, namely supervisors, agreed with the statement "Support from family, friends and superiors influences the quality of room attendant work".

Job Existence

a. The room attendant work carried out has a big impact on the hotel.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid agree	3	100,0	100,0	100,0

"The room attendant work carried out has a big impact on the hotel" is 3 out of 3 respondents, namely supervisors, agreeing with the statement "The room attendant work carried out has a big impact on the hotel".

The room attendant's work has an impact on guest satisfaction.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Agree	2	66,7	66,7	66,7
Strongly agree	1	33,3	33,3	100,0
Total	3	100,0	100,0	

"The room attendant's work has an influence on guest satisfaction" is that 2 people chose to agree with a percentage of 66.7% and 1 person chose to strongly agree with a percentage of 33.3%.

33.3%. From these data it can be concluded that 2 out of 3 respondents, namely supervisors, agreed with the statement "The work that room attendants do has an effect on guest satisfaction".

Relationship with Organizations

a. Room attendant relationships with each existing organization (department) are running well.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Unsure	1	33,3	33,3	33,3
Agree	2	66,7	66,7	100,0
Total	3	100,0	100,0	

"The relationship between room attendants and each existing organization (department) is going well" is that 1 person chose to be unsure with a percentage of 33.3% and 2 people chose to agree with a percentage of 66.7%. From these data it can be concluded that 2 out of 3 respondents, namely supervisors, agreed with the statement "The relationship between room attendants and each existing organization (department) is running well".

Minimum, maximum and mean results of the linen parstock influence variable.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Type and quality of goods	13	3,50	5,00	4,0192	,41409
Level of function	13	2,67	4,67	3,8462	,55470
Level of use	13	2,00	4,67	3,7949	,77625
Valid N (listwise)	13				

Minimum, maximum and mean results from the linen parstock variable with sub-variables of type and quality of goods, level of function and level of use from the questionnaire that has been distributed.

Minimum, maximum and mean results of room attendant performance variables.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Ability	3	2,50	3,50	3,0000	,50000
Motivation	3	3,00	4,00	3,3333	,57735
Support	3	4,00	4,67	4,3333	,33333
Job existence	3	4,00	4,50	4,1667	,28868
Relationship	3	3,00	4,00	3,6667	,57735
Valid N (listwise)	3				

Minimum, maximum and mean results of the room attendant performance variable (Y) with sub-variables of ability, motivation, support received, job existence and relationship with the organization from the questionnaire that has been distributed.

Correlation between Parstock and room attendant performance.

Correlations

		X	Y
X	Pearson Correlation	1	-,936
	Sig. (2-tailed)		,228
	N	13	3
Y	Pearson Correlation	-,936	1
	Sig. (2-tailed)	,228	
	N	3	3

The correlation coefficient between the application of Parstock linen (variable interpretation of the correlation coefficient, then the linen parstock has no relationship to the performance of the room attendant Housekeeping Departement Hotel Dorsett Johor Bahru, Malaysia.

Conclusions and Recommendations

Based on the it can be concluded that there is no relationship between parstock linen and room attendant performance. And based on the results of the coefficient of determination obtained from the research results, it is 0.88%. Parstock linen is only a very small part of the factors that influence the performance of a room attendant in the Housekeeping Department of the Dorsett Hotel Johor Bahru, Malaysia (Silka Johor Hotel) because there are other factors that influence the performance of room attendants that were not studied.

Suggestion

The correlation between linen parstock and room attendant performance is not related, but this factor still needs to be paid attention to by the Housekeeping Department of the Dorsett Johor Bahru Hotel, Malaysia (Silka Johor Hotel) in order to prevent stuck in linen turnover, 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.

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