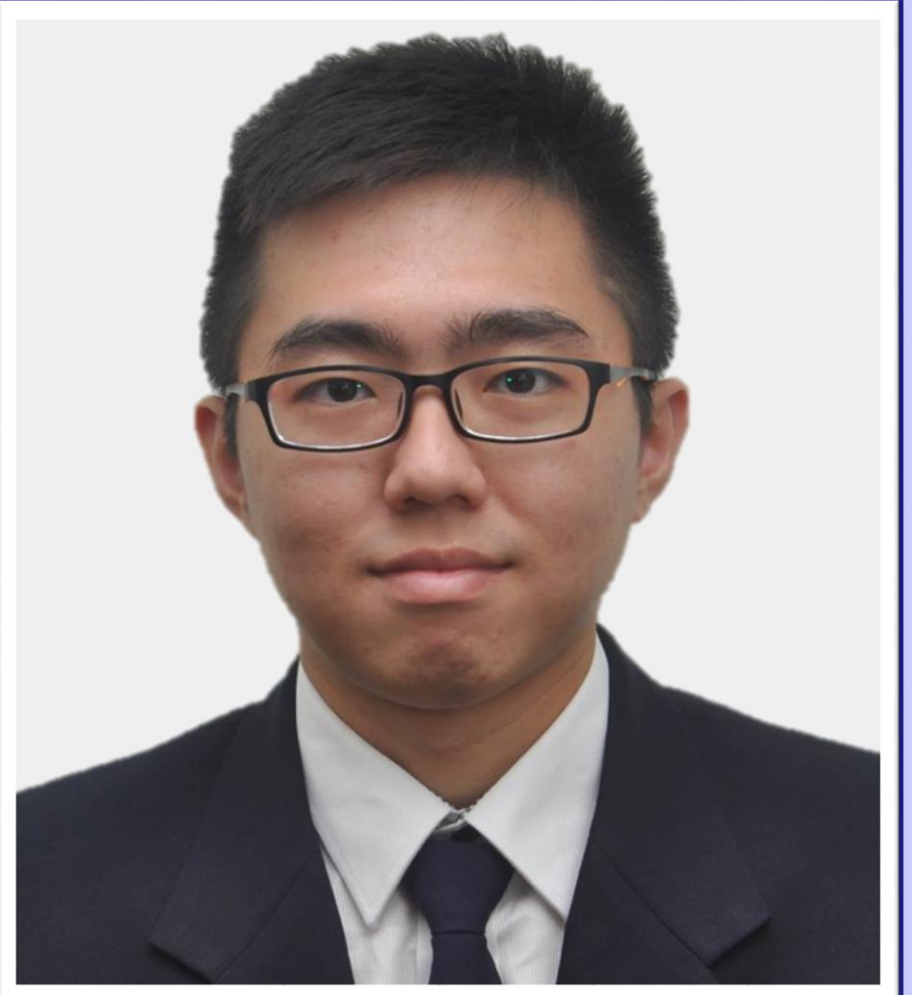# HOTEL HOUSEKEEPING MONITORING SYSTEM

FOO WENG KAR (PC13029)
Bachelor of Industrial Technology Management with Honors
Faculty of Industrial Management
Universiti Malaysia Pahang

ABSTRACT

Service industry in Malaysia is growing fast especially hospitality industry. Hotel is an establishment that provides lodging paid on a short-term basis. Customer always concerned about cleanliness of hotel's room while hotel's management concerned about how to manage housekeeping process become more effective and efficient. Recently, management of 3-star hotel in Penang faced problem in recording the time taken for housekeeping and time consuming for their current practice. Hence E-application namely Hotel Housekeeping Monitoring System is introduced to solve this problem. In this study, Hotel Housekeeping Monitoring System is implemented in one of the 3-star hotel in Penang. After implementation, results show positive indication and time taken for housekeeping is reduced. Finally, hotel's management had an effective system which contribute to high customer satisfaction.

INTRODUCTION

- Service sector in Malaysia is growing fast and continue to expand compared to manufacturing sector due to increase in the tourism and other support services.
- In 2015, service sector in Penang is estimated to contribute 48.6% to the state's projected Gross Domestic Product (GDP) of RM60.6 billion.
- In 2009, there were 180 four-star and above hotels with a total of 54,175 rooms and the average of occupancy rate was 60 percent.
- Malaysia decided to allocate RM100 million to promote tourism in Malaysia and additional RM85 million to facilitate construction of hotels in attraction areas.
- Malaysia Tourism Awards were introduced by Ministry of Tourism and Culture Malaysia in 1987 to make the tourism industry a primary source of national revenue and a prime contributor to the socio- economic development of the nation

OBJECTIVE/S

- To develop E-application in hotel industry
- Testing the Hotel Housekeeping Monitoring System in one of the 3-star hotel in Penang

RESEARCH QUESTION

- What is the content of E-application in hotel industry?
- How effectiveness of Hotel Housekeeping Monitoring System applied in 3-star hotel?

RESEARCH METHODS

- Formulate research problem and objective
- Literature review
- Design and develop E-application
- Data collection
- Data analysis
- Documentation & implementation

RESULTS

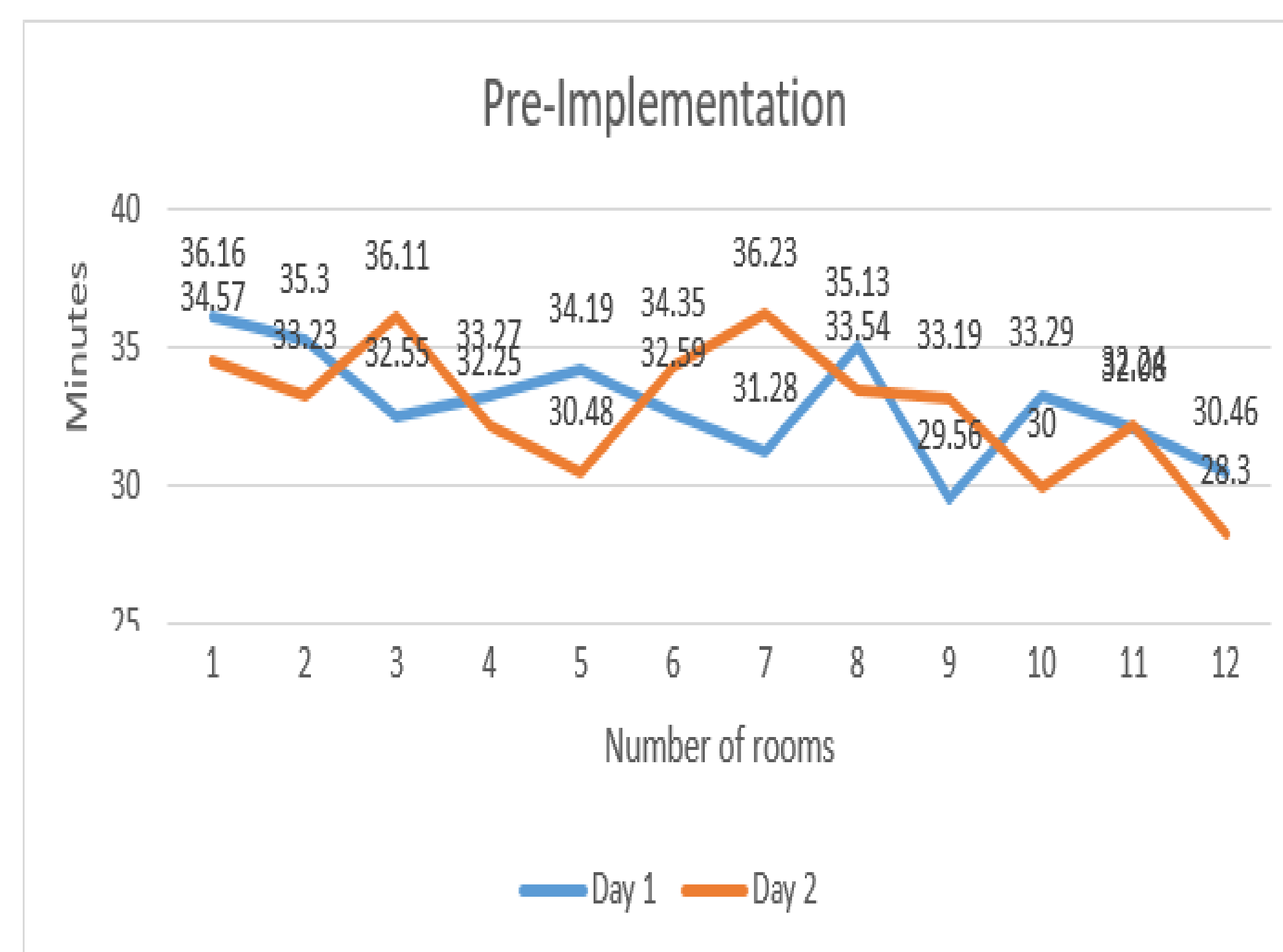### Implementation of Hotel Housekeeping Monitoring System

Figure 1: Pre-implementation

Figure 1 shows the time used by Housekeeper A, B, and C to clean a room for both days before implement Hotel Housekeeping Monitoring System. The shortest time used to clean a room is 28.00 minutes and the longest time used to clean a room is 36.00 minutes.
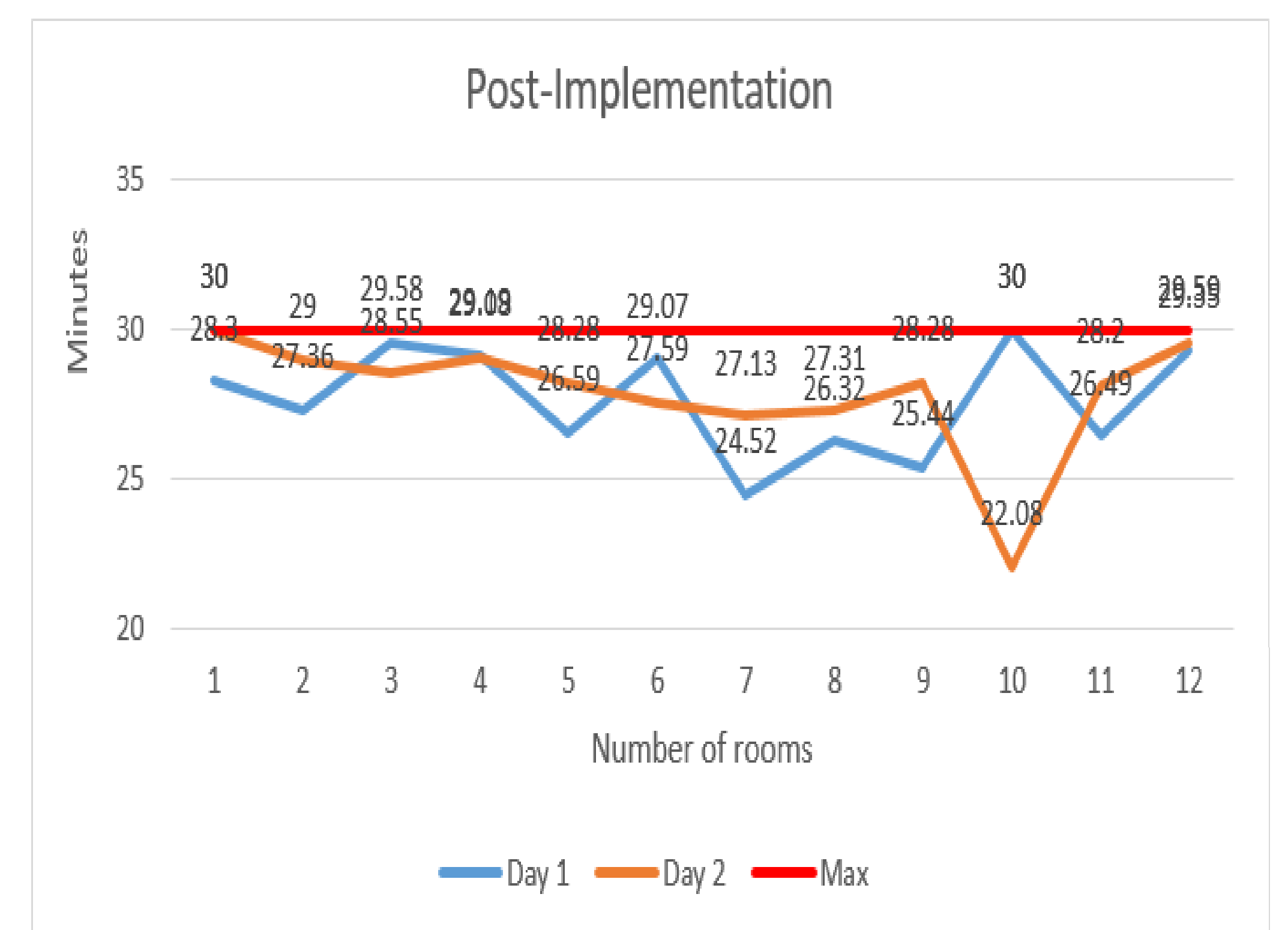

Figure 2: Post-implementation

Figure 2 shows the time used by Housekeeper A, B, and C to clean a room for both days after implement Hotel Housekeeping Monitoring System. The shortest time used to clean a room is 22.08 minutes and the longest time used to clean a room is 30.00 minutes.
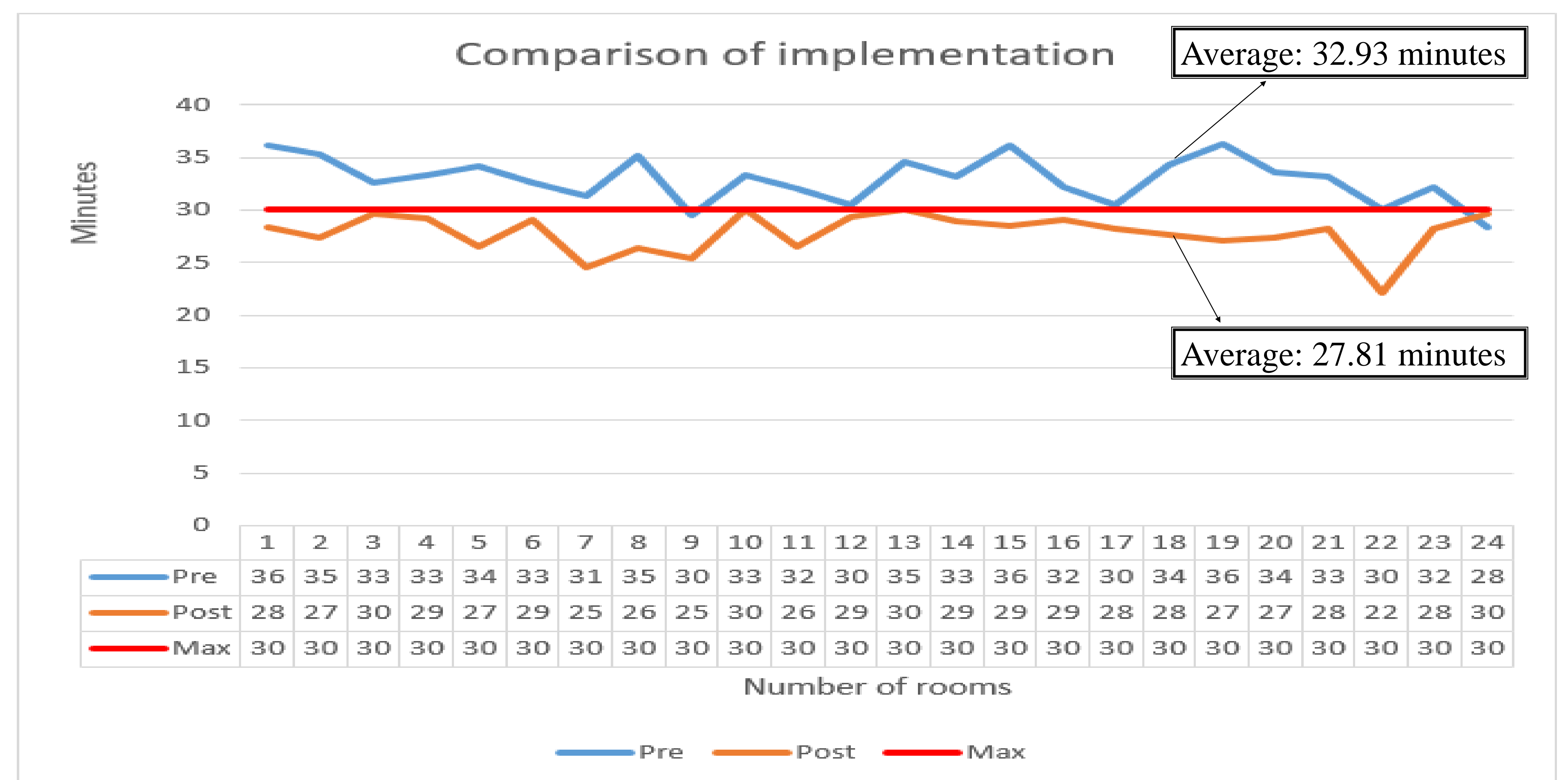

Average: 32.93 minutes

Average: 27.81 minutes

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Pre	36	35	33	33	34	33	31	35	30	33	32	30	35	33	36	32	30	34	36	34	33	30	32	28
Post	28	27	30	29	27	29	25	26	25	30	26	29	30	29	29	29	28	28	27	27	28	22	28	30
Max	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30

Figure 3: Result of comparison

Figure 3 shows the time taken for Pre-implementation and Post-implementation of Hotel Housekeeping Monitoring System. According to the figure above, post-implementation shows the effectiveness of using Hotel Housekeeping Monitoring System through reduce the time taken to clean each room.

CONCLUSIONS AND RECOMMENDATION

- Research contribution:
  - High customer satisfaction
  - Efficient and effective communication between front desk clerk and housekeeper
  - Reward system
- Research limitations:
  - E-application must be run under internet connection
  - Limits to 4 users enter at the same time
  - Focusing in housekeeping and double rooms only
- Future studies: study on other areas in hotel management such as inventory or check in/check out system and make it become integrated system