

# Implementation of Ve.Rubric Based on Hotel SOP on Housekeeping Competency Test in Housekeeping Vocational High School

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**Abstract** - This research is motivated by the need for a performance assessment on the Housekeeping competency test at Hospitality Accommodation vocational high school which can measure the competence of students objectively according to the Hotel SOP. This research is the implementation stage of Ve.Rubric based on Hotel SOP on the Housekeeping competency test which has been tested for validation through expert judgement at Hospitality Accommodation vocational high school. The method used in this study is a descriptive method, by choosing the location of the Hospitality Accommodation Vocational School in West Java. The purpose of this study is to implement Ve.Rubric based on Hotel SOP in the Housekeeping competency test at Hospitality Accommodation vocational high school to determine the feasibility of the application developed from user responses. Research participants were selected by students and teachers who teach Housekeeping subjects at Accommodation Hospitality vocational high school as well as hotel practitioners in West Java. The findings showed that Ve.Rubric based on Sop Hotel was declared very feasible and the interrater reliability result data obtained by the cronbach alpha value of 0.818 had good reliability on very high criteria. Usability analysis obtained the results that, Ve.Rubric provides convenience in assessing performance at the time of competency tests and is more effective and feels satisfied as a user. The results of this study contain the implication that, Ve.Rubric based on Hotel SOP can be implemented on the Housekeeping competency test at SMK Hospitality Accommodation both in West Java and in other provinces in the wider clause.

**Keywords** – Implementation, Ve.Rubric, Hotel SOP, Housekeeping, Hospitality Accommodation Vocational School

## INTRODUCTION

Vocational High School (SMK) is a secondary level education that prepares the professional workforce for certain types of work and prepares students to continue their education to a higher level in accordance with the field of expertise (Permana et al., 2019). Hospitality Accommodation is one of the areas of expertise that is prepared to enter the world of professional work in the field of hospitality. The purpose of the area of expertise of Hospitality Accommodation at SMK is to equip students with knowledge, attitudes, skills to be competent in the field of hospitality. One of the competencies in the hospitality field is Housekeeping. The consequence of these demands is the need for the development of vocational schools that are able to prepare graduates who have competencies according to industry standards both nationally and internationally (Budiyono, 2011). To achieve the goal of smk, it cannot be separated from the industrial world as a labor absorber user. Therefore, SMK Hospitality Accommodation must be designed so that graduates can develop the skills, abilities, knowledge, attitudes and work habits in the hospitality industry that are needed to enter the world of work (Irwanti, 2014).

Housekeeping is a competency of expertise that includes arranging hotel equipment, arranging trolleys, cleaning rooms and tidying up guest rooms; so that students have competence as room attendants. A room attendant must provide the best service, because it can improve the quality of the hotel itself. By providing the best service to every customer, it will have a good impact on the hotel. Through this practice, students are prepared to become competent room attendants, and teachers are also required to assess the results of student practices in accordance with the hotel's Standard Operating Procedures (SOP). SOPs are part of written regulations that help to control the behaviour of members of the organization. Standard Operating Procedures (SOPs) regulate the way workers perform their organizational roles continuously in the implementation of organizational duties and responsibilities (Rinekasari N.R, Jubaedah Y, 2018).

One of the assessment tools that can be used in assessing the competence of learners in the field of expertise of hospitality accommodation is the rubric. Rubrics are scoring guidelines used to assess student performance based on the number of scores from several criteria. Rubric is a scoring tool for subjective assessment in which there is a set of criteria and standards related to the learning objectives that will be assessed to learners (Setiawan, 2019). The assessment rubric used in the competency test at the Hospitality Accommodation Vocational School is generally still conventional, so the assessment process carried out by internal and external appraisers is less effective and efficient. The process of evaluating the skills of students using observation sheets is still not effective in observing all elements of students in the classroom. Manual assessment of observation sheets is relatively difficult. In addition to having to write on the observation sheet, the data still has to be transferred to the software to archive the database. Another difficulty is that the observer must memorize all the observed indicators. After the evaluation process, the teacher does not have quantitative and qualitative data of all the assessment results, so it is less efficient. Therefore, an easy, practical, efficient, accurate, responsive tool is needed to conduct qualitative and quantitative assessments using e-rubric (Jubaedah, et al, 2019). E-rubric can be used effectively to assess skills as a result of learner performance which provides convenience to the teacher as an appraiser (Ana, et al, 2020).

E-rubric is a performance assessment developed by utilizing computerized technology. With the development of technology today, e-rubric can be developed by utilizing web-based applications or designing applications that are tailored to the characteristics of aspects that will be assessed according to the demands of performance assessment. In accordance with the demands of the hospitality industry, a Ve.Rubric application based on Hotel SOPs has been generated which is recommended for the implementation of competency tests in the field of housekeeping expertise at SMK Hospitality Accommodation. Ve.Rubric in the assessment process can store data more neatly, managing data and information can be done faster, more accurately, accurately and economically compared to manual materialization that has not yet been computerized. The use of applications in performance assessment is more accurate means that the assessment results contain the smallest possible errors and economical means that the assessment system is easy for users to do (Sugamayana, 2018; Thunder, 2014). The use of Ve.Rubric in skill assessment can provide ease and time efficiency as well as be systematic in the assessment process (Rohaeni, et al, 2021; Eyal, 2012).

The assessment process using technology requires usability analysis to determine the level of convenience and satisfaction on the part of the user. Use of VE applications. Rubric in achieving student competencies requires that there are adequate qualities to achieve the expected quality standards as a benchmark for the success of a device developed. Usability Analysis aims to find out the level or system of software that can be used by users to achieve certain goals as well as user responses to aspects of convenience and satisfaction (Harun, 2020; Sukmasetya et al, 2020 ). In this study, usability analysis was used to determine the level of ease, effectiveness and satisfaction of ve.rubric application users. Rubric on the implementation of the housekeeping competency test at smk hospitality accommodation

## The Materials and Method

The method used in this study is a descriptive method to obtain a systematic picture of the results of the implementation of Ve.Rubric based on Hotel SOP on the Housekeeping competency test at SMK Hospitality Accommodation. The research participants were selected by students and teachers who teach housekeeping subjects from SMK Accommodation Hospitality in West Java. Research instruments are designed in the form of performance tests and questionnaires. Performance tests are used to measure the competency achievement of students in the

housekeeping competency test and test the interrater reliability of the Implementation of Ve.Rubric based on Hotel SOPs. The questionnaire is used to obtain data on the response of teachers as internal examiners and users of Ve.Rubric based on Hotel SOPs. The data collection technique uses performance tests involving internal testers from hospitality accommodation vocational schools and external testers from the hospitality industry in West Java.

## Results and Discussion

### 1. Implementation of Ve.Rubric based on Hotel SOPs on Housekeeping Competency Test at Hospitality Accommodation Vocational High School

The implementation of Ve.Rubric based on Hotel SOPs is carried out when students carry out competency tests on job performance in the Housekeeping Department by involving internal and external examiners. In its implementation, students perform according to the order of the test participants and check attendance, grooming, greeting, and conformity with the preparation stage, the process to the final results include all competencies that must be shown in accordance with the Hotel SOP. The use of online assessment rubrics saves more time and is consistent in assessing from the start of preparation, work process to the products produced (Muktiarni, et al, 2020). The competency test is carried out effectively analyzed from the conduciveness of the test participants to attendance and performance in accordance with the scheduled time duration (Wilantara, et al, 2022).

The implementation of Ve.Rubric based on Hotel SOPs on competency tests at Hotel Accommodation vocational high school is carried out based on the stages of Performance Assessment including knowledge, skills and attitudes to determine the achievement of student competencies as room attendants. A person is said to have competence in a certain field, if he has the knowledge, skills, and attitude to complete the job well in accordance with the demands of professionalism. Therefore, SMK graduates in order to be accepted to work in the world of work must be competent as evidenced by a competency certificate through a competency test (Hamidah, et al, 2021; Yani, 2021).

When internal and external examiners apply Ve.Rubric based on Hotel SOP on the housekeeping competency test in accordance with the stages in the performance test, students are more orderly when carrying out performance tests in accordance with the demands of the Hotel SOP. To assess the performance of learners, it is very appropriate to use performance-based assessments (Adri, et al, 2022). Performance Assessment in the evaluation of learning for students at SMK can have a good influence on the attitudes of students in performance (Jubaedah, Rohaeni dan Rinekasari, 2019).

Ve.Rubric based on Hotel SOP on the housekeeping competency test in the performance test is very feasible to apply, because the response from users argues that the Performance Assessment implemented makes it easier for teachers to carry out performance assessments in students more objectively and comprehensively.

#### a. Verify user accounts

Account verification is needed to ensure security and prevent any misuse of data on Ve.Rubric. Users must first wait for account verification from the admin before they can use the Ve.Rubric app. Teachers as internal examiners suggest that, account verification can be done in other ways that are easier and faster. Verification can be done via the user's email or AN OTP (One-Time Password) SMS containing a one-time auto-generated password sent to the registered mobile number of the user who made the request.

#### b. Achievement of student competencies

The achievement of student competencies is one of the important components in the use of the Ve.Rubric application. The competence of students will be obtained through a certificate that will be automatically sent to each student's email. The issuance of this certificate is a guarantee that SMK graduates have standardized competencies, so that the competencies of SMK graduates are recognized in the world of work (Samsudi, 2011).

Teachers as internal examiners provide development suggestions, namely so that they can be used to assess the competence of students during other competency practices within the scope of the Housekeeping Department, so that the results of the assessment can be seen directly by

students sent via email. Another suggestion, that it is good to have a comment feature on student performance achievements, so that students know where mistakes lie when practicing.

External examiners provide development suggestions, that is, as external examiners should be able to see the final results of the competency achievements of each student as material for consideration of the next assessment.

### c. Assessment criteria on the Ve.Rubric application

The Ve.Rubric application is developed based on criteria that can describe the achievement of student competencies in every aspect of performance objectively. Performance appraisal criteria are developed with score levels of 5, 4, 3, 2, 1, 0. The score results obtained will be converted according to the number of performance aspects assessed on a scale of 100, so that a final score will be obtained in accordance with the applicable graduation standards at SMK. The principle of assessment of learning outcomes on psychomotor abilities or skills must be objective which means that the assessment is based on clear procedures and criteria (Krismayadi, Sofyan, and Rahmadi, 2021). A good assessment rubric must have standard and adequate criteria in assessing the performance of students during On Job Training, because it will have implications in producing graduates who are competent and have the potential to become skilled workers in the future (Musid, et al, 2019). For more details of the assessment criteria can be seen in Figure 1.

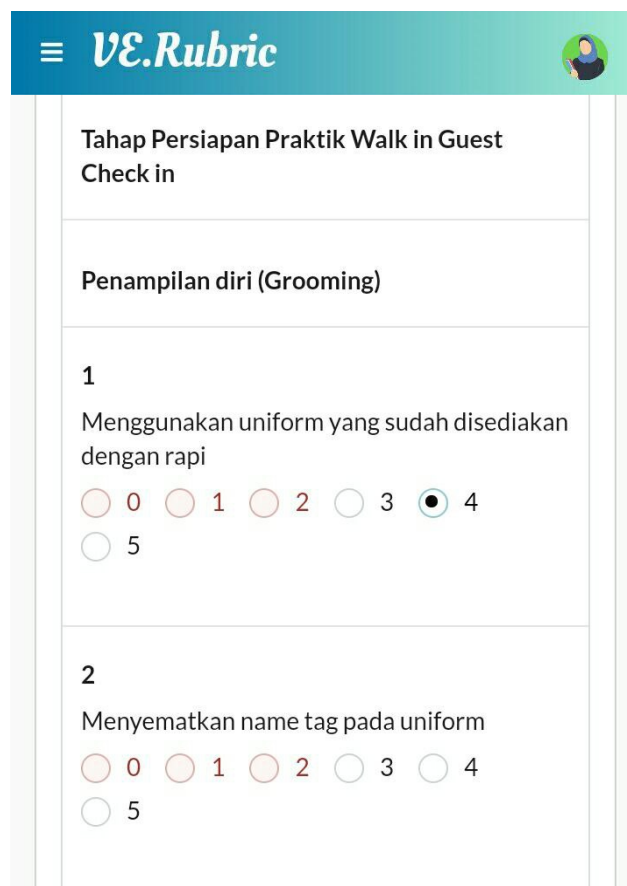


Figure 1. Assessment Criteria Options On Smartphones  
source : <http://verubric.id/>

The "submit" button is a command button for sending an irreversible assessment back to the system, while the "draft" button is a command prompt to store the assessment in the user account. Users can still change the content of the ratings in this feature. However, there is a suggestion for the development of the Ve.Rubric application, for the "submit and draft" button should only be displayed one placed at the end of the assessment. For more details can be seen in Figures 2 and 3.

1. Berilah tanda centang/click (✓) pada kolom kriteria keberhasilan dibawah ini sesuai dengan indikator yang terpenuhi  
2. Kriteria keberhasilan, "Kompeten" mendapat skor 3,4,5, sedangkan "Tidak Kompeten" mendapat skor 0,1,2

← Kembali Submit Save Draft

No	Sikap yang Dinilai	Kriteria Penilaian
		<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Tahap Persiapan Praktik Walk in Guest Check in		
Penampilan diri (Grooming)		
1	Menggunakan uniform yang sudah disediakan dengan rapi	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
2	Menyematkan name tag pada uniform	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5

Figure 2. "Submit And Draft" Button At The Beginning Of The Assessment  
source : <http://verubic.id/>

	dengan jumlah pembayaran	
25	Memberikan salah satu bukti pembayaran kepada tamu sebagai bukti bahwa pembayaran sudah berhasil dilakukan	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Tahap Akhir/Hasil Praktik Walk in Guest Check in		
26	Memberikan dan menjelaskan fungsi dari meal coupon dan welcome drink card	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
27	Mengucapkan selamat beristirahat dan magic words	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
28	Memanggil Bell Boy untuk mengantar tamu dan menyerahkan kunci kamar pada Bell Boy	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5

Submit Save Draft

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Figure 3. "Submit And Draft" Button At The End Of The Assessment  
source : <http://verubic.id/>

Ve.Rubric is an online assessment application that must certainly be accessed through the internet. The online assessment rubric should be applied in the assessment process according to the criteria for performance in real life in the world of work (Debattista, 2018). In West Java itself there are several areas that do not have fast internet access such as in big cities. This condition is one of the obstacles for teachers who teach in difficult areas of the internet, so it is advisable if possible for further development teachers can access this Ve.Rubric offline.

## 2. Interrater Reliability Test

The results of the Ve.Rubric interrater reliability test based on the Hotel SOP on the Housekeeping competency test at the Hospitality Accommodation Vocational School obtained a cronbach alpha value for the entire measurement scale of 0.818. The cronbach alpha value is above the minimum reliability limit of  $0.818 \geq 0.6$ ; so that it can be concluded that the performance assessment implemented has good reliability on very high criteria, in line with the results of susila's research analysis (2012) that the coefficient of reliability of consistency between raters of 0.82 is classified as very high reliability. The achievement of this result contains the implication that the Ve.Rubric based on Hotel SOP that was developed is very feasible to be used further on a wider

scale as a performance assessment by teachers on the competency test at SMK Hospitality Accommodation.

### 3. User Response

Usability analysis of Ve.Rubric based on Hotel SOP on the housekeeping competency test at SMK Accommodation Perotelan which was implemented obtained the results that the application developed had uses for teachers as users. The results of relevant research prove that, E-learning websites are recognized and valued based on usability characteristics by users as a success of e-learning implementation (Thowfeek and Salam, 2014). Teachers as users gave a very agreed response in terms of aspects of learnability, efficiency and satisfaction. Application development needs to be equipped with information guidelines and socialization of the use of the system to users in the form of a guidebook in an effort to anticipate the level of user satisfaction (Supriyadi, Safitri, dan Kristiyanto, 2020).

The learnability aspect is related to the application features used to provide more convenience in providing performance appraisals by users. Learnability is one of the indicators on usability that is used to find out how easy it is for users to learn the Website used in fulfilling the features displayed. The aspect of learnability includes indicators: 1) Ease of entering the names of students to be assessed, 2) Ease in adapting competencies that must be assessed, 3) Ease in assessing student performance objectively, and 4) Ease in reporting student competency achievements in the form of online certificates.

The efficiency aspect relates to the application being used more efficiently in providing performance appraisals by users. Efficiency is an indicator used to determine the level of efficiency of the user in carrying out several features available in the application. The efficiency aspect includes indicators: 1) The use of time is more efficient, 2) More practical, systematic, and efficient in assessing the performance of students.

The satisfaction aspect related to the application used in assessing performance can provide satisfaction to users. Satisfaction is an indicator that explains the level of user satisfaction in using the Website. The satisfaction aspect includes indicators: 1) Assisted in assessing student performance comprehensively, 2) Safe in storing student performance data, 3) Satisfied with using the Ve.Rubric application based on Hotel SOP on the housekeeping competency test at SMK Akomodasi Perhotelan.

### Conclusion

1. Ve.Rubric based on Hotel SOP includes three stages, namely the preparation, process, and final stages are on the criteria that are very feasible to be implemented in the housekeeping competency test at SMK Hospitality Accommodation. All students have been declared competent from the results of internal and external testing required in the Housekeeping Department.
2. Ve.Rubric's interrater reliability results based on Hotel SOPs on competency tests at SMK Hospitality Accommodation from internal and external examiners have good reliability on very high criteria.
3. Ve.Rubric based on Hotel SOP on the housekeeping competency test has the advantage of being analyzed from users who give very agreed responses in terms of aspects of learnability, efficiency and satisfaction in assessing the performance of students online.

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