

**ANALISIS PENERAPAN STANDAR OPERASIONAL PROSEDUR  
HOUSEKEEPING DEPARTMENT DI MASA PANDEMI DI HANDARA  
GOLF & RESORT BALI**

**Oleh :**

**Ketut Wahyu Pardana ,**

**NIM.1907031038**

**Jurusan Manajemen Program Studi Diploma III I**

**ABSTRAK**

Penelitian ini bertujuan mengetahui penerapan standar operasional prosedur pada housekeeping department sebelum dan sesudah pandemi covid-19 , serta menganalisis upaya Handara Golf & Resort Bali dalam menanggulangi wabah covid-19. subjek penelitian ini adalah Supervisor Housekeeping Department yang dapat memberikan data terkait penelitian. Objek pada penelitian ini yakni penerapan sop pada Hosekeeping department dimasa pandemi. Penelitian ini dilakukan dengan menggunakan metode wawancara serta observasi langsung terhadap penerapan sop di masa pandemi agar mendapatkan data yang akurat . penerapan metode dokumentasi dengan tujuan memperoleh data yang akurat berupa foto atau gambar terkait penelitian. Hasil penelitian menjelaskan bahwa ada beberapa SOP yang tidak dilakukan pada HK department yaitu penggunaan hand gloves yang tidak diberlakukan pada saat pembersihan kamar sehingga mengakibatkan kurangnya alat pelindung diri untuk room attendant. Penerapan Standar Operasional Prosedur sebelum maupun sesudah pandemi covid-19 di Handara Golf & Resort Bali sudah diterapkan sesuai aturan yang sudah berlaku, tetapi dengan adanya pandemi sop diperketat dan mewajibkan seluruh karyawan menggunakan hand gloves, langkah ini sangat didukung pihak hotel dan memfasilitasi area hotel seperti masker dan handsanitizer.

**Kata Kunci : analisis, penerapan, standar operasional prosedur.**

**ANALISIS PENERAPAN STANDAR OPERASIONAL PROSEDUR  
HOUSEKEEPING DEPARTMENT DI MASA PANDEMI DI HANDARA  
GOLF & RESORT BALI**

**Oleh :**

**Ketut Wahyu Pardana,**

**NIM.1907031038**

**Jurusan Manajemen Program Studi Diploma III Perhotelan**

***ABSTRACT***

*This study aims to determine the application of standard operating procedures in the housekeeping department before and after the covid-19 pandemic, as well as to analyze the efforts of Handara Golf & Resort Bali in tackling the covid-19 outbreak. The subject of this research is the Housekeeping Department Supervisor who can provide research-related data. The object of this research is the application of soap in the Housekeeping department during the pandemic. This research was conducted using the interview method and direct observation of the application of soap during the pandemic in order to obtain accurate data. the application of the documentation method with the aim of obtaining accurate data in the form of photos or pictures related to research. The results of the studying explain that there are several SOP that are not carried out at the HK department, namely the use of hand gloves that are not enforced during room cleaning, resulting in a lack of personal protective equipment for room attendants. The implementation of Standard Operating Procedures before and after the covid-19 pandemic at Handara Golf & Resort Bali was implemented according to existing rules, but with the sop pandemic being tightened and requiring all employees to use hand gloves, this step was strongly supported by the hotel and facilitates hotel areas such as masks and hand sanitizer.*

***Keywords: analysis, application, standard operating procedures.***