

ANALYSIS OF HOUSEKEEPING DUTIES IN MAINTAINING CLEANLINES AND COMFORT IN THE MITRA MEDIKA PREMIERE HOSPITAL

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ABSTRACT

This study aims to analyze the implementation of housekeeping duties in maintaining environmental cleanliness and comfort at Mitra Medika Premiere Hospital. This research is motivated by the importance of hospital environmental cleanliness as part of the quality of healthcare services and the role of housekeeping in creating a safe, comfortable, and hygienic environment for patients. This study used a qualitative descriptive method with data collection techniques through observation and documentation. The results indicate that the implementation of housekeeping duties has been running quite well through the implementation of Standard Operating Procedures (SOPs), clear division of tasks, and coordination between staff. Housekeeping plays a crucial role in maintaining the cleanliness of inpatient rooms, changing linens, managing facilities, and supporting patient comfort. However, several obstacles were encountered in its implementation, such as delays in cleaning under certain conditions and operational limitations. Based on the results, it can be concluded that housekeeping implementation at Mitra Medika Premiere Hospital is in accordance with established standards and has an impact on patient comfort. Improved supervision, discipline, and work evaluation are needed to optimize the quality of hospital cleaning services.

Keywords: housekeeping, cleanliness, hospital, patient comfort.

I. INTRODUCTION

Hospitals are healthcare facilities responsible for providing the best possible service to the public. The quality of hospital care is not only measured by medical services but also by the environment, which supports patient comfort. A clean and comfortable environment is a crucial factor in increasing patient satisfaction during treatment.

In maintaining the cleanliness of the hospital environment, the housekeeping unit plays a crucial role. Housekeeping is responsible for the cleanliness of inpatient rooms, linen management, and facility maintenance to ensure they comply with hygiene and infection prevention standards. Housekeeping duties must be carried out regularly according to established Standard Operating Procedures (SOPs).

Mitra Medika Premiere Hospital is a hospital that strives to provide quality care to patients. In this service process, environmental cleanliness is a crucial aspect, as it directly relates to patient comfort and safety during their stay. Based on initial observations, several conditions still require attention, such as differences in task performance among staff, the availability of cleaning equipment, and improvements in supervision. These conditions indicate that housekeeping implementation needs to be analyzed to determine the extent to which tasks are carried out in accordance with applicable standards.

Given the critical role of housekeeping in supporting the quality of hospital services, research into the implementation of housekeeping duties in maintaining environmental cleanliness and comfort is crucial. This research is expected to provide input for hospitals in improving service quality, particularly in the areas of cleanliness and patient comfort.

II. THEORITICAL REVIEW

Housekeeping in Hospitals

A. *Definition of Housekeeping*

Housekeeping is a work unit within a hospital responsible for maintaining cleanliness, tidiness, comfort, and safety. Housekeeping aims to create a hygienic environment that supports healthcare services and reduces the risk of disease transmission. In hospitals, housekeeping not only performs cleaning activities but also plays a role in implementing infection prevention and control (IPC) standards.

B. **The Role of Housekeeping**

The role of housekeeping in a hospital is:

1. Maintaining a clean hospital environment.
2. Creating comfort for patients and their families.
3. Supporting the safety of patients and healthcare workers.
4. Supporting hospital operational activities.
5. Implementing and ensuring the implementation of cleanliness SOP.

C. **Housekeeping Responsibilities**

Housekeeping responsibilities include:

1. Cleaning and maintaining hospital areas.
2. Managing hospital linen.
3. Managing waste and garbage.
4. Maintaining facilities and equipment.
5. Implementing cleanliness SOPs.

Hospital Cleanliness Standards

Hospital cleanliness standards are guidelines used to maintain a clean, safe, and comfortable hospital environment. These standards cover the cleaning process of rooms, facilities, linens, and waste management to prevent the spread of disease. The implementation of cleanliness standards is based on SOPs and Infection Prevention and Control (IPC) guidelines. Every housekeeping staff member must understand work procedures, equipment usage, and proper cleaning methods to maintain cleanliness.

The goal of implementing cleanliness standards is to create a hospital environment that is safe and comfortable and supports the patient's healing process. Furthermore, cleanliness standards also help improve the hospital's image and the quality of service to patients and the community.

Factors Influencing Housekeeping in Hospitals

Housekeeping performance is influenced by various factors both internal and external to the organization. These factors can determine the quality of staff members' work in maintaining a clean and comfortable hospital environment.

A. Internal Factors

1. Competence and Knowledge

Staff members' ability to understand SOPs, the use of cleaning equipment, disinfectants, and infection prevention procedures affects the quality of their work.

2. Motivation and Work Discipline

Staff members' work ethic and discipline influence punctuality and consistency in carrying out their duties.

3. Communication and Coordination

Good coordination between staff members helps ensure work runs effectively and reduces

errors.

4. Work Experience

Staff members with experience are better able to complete work quickly and navigate challenges in the field.

B. External Factors

1. Accreditation Standards and Regulations

Hospital regulations and PPI standards serve as guidelines for implementing cleanliness.

2. Technology and Innovation

The use of modern equipment can help improve the effectiveness of housekeeping work.

3. Hospital Physical Environment

The number of patients and the level of hospital activity can influence staff workload.

4. Patient Expectations and Satisfaction

Patient assessments of cleanliness are a factor in evaluating housekeeping performance.

5. Social and Cultural Conditions

Patient and visitor attitudes toward cleanliness can influence housekeeping work.

III. RESEARCH METHODOLOGY

Research Approach

This research uses a qualitative approach with descriptive qualitative methods. This approach is used to understand and describe the conditions under which housekeeping duties are carried out in depth based on actual conditions. The research was conducted by examining housekeeping work processes, the implementation of Standard Operating Procedures (SOPs), and factors that influence the cleanliness and comfort of the hospital environment. Data were obtained through observation and documentation to obtain a picture that reflects the actual conditions.

Data Collection Techniques

Data collection techniques were carried out through:

- Observation
Conducting direct observation of housekeeping activities in maintaining the cleanliness of hospital rooms and facilities.
- Documentation
Collecting documents such as housekeeping SOPs, evaluation reports, and other supporting documents.

IV. RESULTS AND DISCUSSION

Research Results

Based on the research results, the implementation of housekeeping duties at Mitra Medika Premiere Hospital has been quite successful. Housekeeping staff clean inpatient rooms according to a predetermined work schedule. These activities include cleaning rooms and bathrooms, changing linens, and maintaining the tidiness of patient rooms. In carrying out their duties, housekeeping has implemented Standard Operating Procedures (SOPs) as work guidelines. Each staff member has a clear division of duties, from supervisor, leader, admin, room attendant, to runner. This division of duties helps organize work and facilitates monitoring of staff performance. The research also shows that coordination between staff is a crucial factor in maintaining the quality of hospital cleanliness. Good communication within the housekeeping department helps expedite work completion and handles patient requests regarding room cleanliness and facilities. Furthermore, the implementation of hygiene

standards and infection prevention is a primary focus in housekeeping. Staff carry out the cleaning process by paying attention to the use of tools, cleaning materials, and work procedures to ensure a safe and comfortable hospital environment for patients.

However, several challenges remain in implementation, such as patients not being discharged when rooms need to be cleaned, limited staff numbers in certain situations, and operational constraints. These obstacles can affect the speed of cleaning services, so continuous evaluation is necessary.

DISCUSSION

Implementation of Housekeeping Duties in Accordance with SOPs

Housekeeping duties at Mitra Medika Premiere Hospital are carried out in accordance with established SOPs. Staff clean patient rooms through a systematic process, starting with preparing equipment, cleaning the room, changing linens, cleaning the bathroom, and ensuring that room facilities are in good condition. The implementation of SOPs helps staff maintain work consistency and improve the quality of hospital cleanliness. Furthermore, supervision from supervisors and leaders plays a role in ensuring that each task is carried out according to applicable standards. However, increased evaluation and oversight are still needed to ensure optimal task implementation.

Patients Satisfied with Room Cleanliness and Comfort

Research results show that room cleanliness impacts patient comfort during treatment. Clean, tidy, and comfortable rooms make patients feel safer and support the healing process. Responsive housekeeping services are also a factor that increases patient satisfaction with hospital services. ality of hospital cleanliness. Furthermore, supervision from supervisors and leaders plays a role in ensuring that each task is carried out according to applicable standards. However, increased evaluation and oversight are still needed to ensure optimal task implementation.

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CONCLUSION

Based on the results of this study on the implementation of housekeeping duties in maintaining cleanliness and environmental comfort at Mitra Medika Premiere Hospital, it can be concluded that housekeeping duties have been carried out quite well and in accordance with established Standard Operating Procedures (SOPs). Housekeeping plays a crucial role in maintaining the cleanliness of inpatient rooms, changing linens, maintaining facilities, and creating a safe and comfortable hospital environment for patients. Factors supporting the implementation of housekeeping duties include good coordination, staff discipline, work experience, and the implementation of hospital cleanliness standards. However, several obstacles remain in the implementation of duties, such as operational constraints and certain conditions in the field that can impact work effectiveness. Therefore, increased supervision, evaluation, and development of staff skills are needed to continuously improve the quality of housekeeping services and ensure patient satisfaction.

SUGGESTIONS

Based on the results of this study, the researcher offers several recommendations: The hospital is expected to continue to improve supervision and evaluation of housekeeping performance to ensure that duties continue to meet established standards. Housekeeping staff need to maintain discipline, improve teamwork, and consistently implement SOPs in all cleaning activities. Furthermore, regular training is needed to improve staff skills and understanding of hygiene standards and infection prevention. Hospitals also need to ensure the availability of tools and equipment to ensure housekeeping activities are more effective. These improvements are expected to continuously improve the quality of hospital cleanliness, comfort, and service.

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