ABSTRACT

Hotel Papandayan is a five-star hotel located in Bandung. The hotel industry is an industry that offers room service, food and beverage supply and other services. Hotel Papandayan has a problem with bad feedback given by customers. The housekeeping division has the worst number of feedbacks among other divisions, which is 46%. One of the causes of the problem is elements related to salary increases which are still subjective and performance appraisals that still exist in all units which result in less accurate performance.

This study aims to design and assess the performance of the housekeeping division with the Graphic Rating Scale (GRS) method which can facilitate the assessment of housekeeping employees to understand the content of the assessment and Comparison Wisdom which is used to calculate the weight of each criterion and sub-criteria. . The design of the performance appraisal has several stages, namely, determining the main criteria and sub-criteria, modeling the hierarchy, recapitulation of the questionnaire for the weighting of the indicator levels, the assessment using the pairwise comparison method, and the last stage is the performance assessment using the GRS with a scale of 1 to 5.

The results of the assessment using the GRS and pairwise comparison methods obtained six factors that can affect the performance of housekeeping employees, namely, work quality, service, time efficiency, cooperation, and analytical thinking. The results of the weighting of each criterion and sub-criteria using pairwise comparison so that the three most important things are obtained, namely attitude in serving guests (14.30%), cleanliness of room facilities (12.15%), and being able to provide solutions (10.03%).. The benefit of the project performance appraisal is to provide a performance system design at the Papandayan Hotel Bandung using the Graphic Rating Scale and Pairwise Comparison methods to improve the performance system at the Papandayan Hotel Bandung in order to improve the quality of its performance.

Key Words: Performance Appraisal, Behaviorally Anchored Rating Scale (BARS), Hotel Papandayan, Housekeeping.