

The Handling of Linen Needs in the Context of Cleanliness, Health, Safety, and Environment Sustainability

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Received on 06 Marc 2022	Revised on 22 March 2022	Accepted on 22 April 2022
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ABSTRACT

Purpose: The purpose of this study was to analyze the needs and the handling of room linen at a five-star hotel located in Nusa Dua area, Bali, Indonesia, in the context of CHSE (cleanliness, health, safety, and environment sustainability).

Research methods: The method used in this research is a qualitative method using descriptive data both in writing and orally from respondents through field observations, interviews, and documentation.

Results and discussion: The housekeeping department's linen management system at the hotel has not met linen management standards. The availability of existing Linen with a theoretical method of at least 3 par stocks was found to be lacking in the number of linen and the way the linen was handled was still not in accordance with existing procedures.

Implication: Handling of room linen needs to be improved to get optimal results and it is necessary to increase the number of linens so that hotel operations can run more effectively and efficiently and do not force linen that is no longer suitable for use to be reused.

Keywords: linen, par stock, CHSE, hotel.

INTRODUCTION

Bali is known as the center of tourism in Indonesia and one of the leading tourist destinations in the world. Bali is known by tourists because it has a very beautiful natural potential, among others, a tropical climate, green forests, mountains, lakes, rivers, rice fields, and beautiful beaches with a variety of white and black sand, the friendliness of its people, the uniqueness of its pristine arts and culture, thus tempting many tourists to visit Bali. The tourism sector is one of the reliable foreign exchange-producing sectors. The tourism sector still needs to be fostered and continues to develop into an advanced and better-known development sector, not only among the Indonesian people but also by the world community. One of the tourism sectors is accommodation which includes hotels, villas, bungalows, homestays, and tourist lodges.

CHSE is the application of health protocols based on Cleanliness, Health, Safety, and Environment Sustainability. The Ministry of Tourism and Creative

Economy as the institution that oversees the tourism and creative economy sectors is intensifying the CHSE health protocol so that it can be implemented by community business entities. Kemenparekraf itself considers that the main key in restoring conditions must be done through disciplined health protocols. This program is present as the government's effort to create a safe and comfortable space for the community. This program will be implemented by providing CHSE certification for tourism and creative economy business actors. This certification will be proof that business actors have owned, implemented, and improved health protocols in their respective businesses. In addition, tourists and the public can also feel secure with the fulfillment of the CHSE health protocol standards. In connection with the rapid development of the hospitality industry business in Indonesia, especially in Bali, which requires Bali to increase or add hotel accommodations.

One of the supports for the advancement of the world of tourism is the hotel as a means of accommodation for tourists, both domestic and foreign tourists so that tourists who use these accommodation facilities feel happy, comfortable, and get satisfaction in receiving services while staying in a hotel, it must be managed in a professional manner and must complete all the needs desired by guests. A hotel is a company managed by the owner by providing food, beverage, and room facilities to sleep to people who travel and are able to pay a reasonable amount in accordance with the services received without any special agreement. The definition of a hotel according to Sulastiyono (2011: 6), is "A type of accommodation that uses part or all of the building to provide lodging, food and beverage services, as well as other supporting services for the public which are managed commercially. Based on the understanding of the hotel, it takes skilled and qualified workers who can support tourism potential. In a hotel, the Department that plays a significant role in providing services to hotel guests, especially those concerning the comfort and cleanliness of the entire hotel area is the Housekeeping Department. Rumecko (2011: 4) stated: that the "housekeeping department" is the part in charge of maintaining, caring for, and maintaining the "house" which in this case is a hotel. Housekeeping is one of the departments that has an important role in the hospitality sector. This can be seen from the duties held by the department, which is in charge of guarding, caring for, and maintaining all employee errors.

The housekeeping department has the main task of providing rooms, maintaining the cleanliness of the hotel and providing all the equipment needed by guests, and providing the best possible service so that guests get satisfaction beyond guest expectations. Therefore, the completeness of the hotel needs more attention, especially the completeness of the guest supply such as the completeness of the room linen. The hotel is one of the 5-star hotels in Bali and is located in Nusa Dua, Bali. By remembering the purpose of most of the guests who visit to stay overnight and taking into account the existing competition, the room service with all its accessories must really be considered, especially with regard to room linen. When guests rest, they spend more time in rooms where guests will be in direct contact with room linens such as sheets, pillowcases, and towels.

However, the temporary thesis that was carried out showed that there were several problems with room linen, namely the condition of the linen found at the hotel. From the results of observations of the hotel, the authors found a problem

that made the linens attached to the rooms not look good. Dirty linen when finished use should be replaced with new linen, but the room attendants were unable to change the linen immediately due to a problem. This greatly interferes with the smooth operation of the guest room preparation. In addition, linens that still have stains or spots are still attached to the bed. This happened when I served as a room attendant with one of the staff, namely Wayan Jolly, and when the hotel experienced a high season in December 2020. This happened due to time constraints and limited stock of linen. This is also because not all linens are washed in the hotel's laundry, but another laundry in collaboration with the hotel.

Some scholars such as Aryawiguna (2021), Putra (2021), Putra et al (2021), Puspita et al (2021), and Supeno et al (2021) have studied along 2020-2021 period, this present study is different from them as it took part in a different location.

RESEARCH METHODS

The object of this research is the housekeeping department, a department that has information on linen needs by the *housekeeping department* at the hotel researched. Research variables are basically everything in any form determined by the authors to be studied, so that information is obtained about it, then conclusions are drawn (Sugiyono, 2017: 38). The variables studied in this study are *romo linen* and *Par stock linen*. Room linen is all materials that can be washed with cleaning agents which are generally made of cotton and sometimes made of synthetic material used for wrapping or is a decoration of a hotel. *Par stock linen* is the amount of inventory or multiples of linen required by the hotel to support its operations in one period of use per month. The data used in this study are quantitative and qualitative data.

According to Sugiyono (2013: 14), quantitative data is data in the form of numbers or quantitative figures. Quantitative data needed in this study include the number of linens available. According to Sugiyono (2010: 24), qualitative data is data expressed in the form of words, sentences, pictures, and information obtained from interviews with related parties. In terms of qualitative data, it means descriptions, descriptions, and explanations accompanied by discussions covering the geographical conditions of tourist attractions in the hotel environment and the history of the hotel.

Primary data is data that is collected directly by authors and directly provides data to authors or data collectors without going through third parties (Sugiyono, 2016: 308). According to Suharsimi Arikunto (2013: 172), primary data is data collected through the first party, can usually be through interviews, trails, and other primaries. The data in this study is in the form of the observation of the department of housekeeping of the hotel as well as the results of interviews with *Housekeeping Supervisor* of the hotel. According to Bungin (2011: 123), secondary data is data obtained from a second party, data obtained from statistical data, literature, and publication reports obtained from relevant departments and agencies. The data is in the form of data *par stock linen*.

Secondary data is data that is already available and the data has been previously collected by other parties (Sanusi, 2012: 103). Secondary data in this study in the form of data on the amount of linen at the hotel in December 2020. Observation is a process of systematic observation to obtain data about the object of research directly from the place where the observations are made. The

stages of the observation process include *selection, provocation, recording, and encoding* (Hasanah, 2017: 27). In this study, the authors made observations to determine the data on linen in the housekeeping department at the hotel and to find out firsthand the handling of linen *at the Housekeeping Department*.

An interview is a conversation with a specific purpose. The conversation was conducted by the two parties, namely, the interviewer (*interviewer*) who asks questions and the interviewees that provide answers to the questions (Moleong, 2012: 186). Interviews can be conducted in a structured or unstructured manner and can be conducted *face-to-face* or by using media such as telephone or *skype*. In this study, the authors use structured interviews, which is done by making an interview guide that is in accordance with the problems that will be used for questions and answers with the resource person, namely the *Supervisor Housekeeping Department*. Documentation is a method used to obtain data and information in the form of books, archives, documents, written numbers, and pictures in the form of reports and information that can support research. Documentation is used to collect data and then analyzed it (Sugiyono, 2015: 329). In this study, the documentation method was used to obtain linen data in December 2020.

Literature Study Literature study is the collection of data related to theoretical studies and other references to find out various knowledge or theories related to research problems, including from books, magazines, journals, or relevant literature with previous research and others related to research (Sugiyono, 2012: 199). The literature study method used in this study is about the results of previous research, and theories that can explain the title of the research that the authors will do. According to Winarno (2016: 143), qualitative descriptive techniques are: The theory presented by Rumecko (2011: 165) regarding the supply of linen that must be owned by a hotel in its operation is 3 par. Using Formula:

$$\text{Number of Linen} : \text{standard of installation} : \text{number of rooms} = \text{par stock available}$$

The theory presented by Richard Sihite (2010: 243) regarding the linen washing procedure is: receiving, selection (sorting), removing special stains (spotting), washing, squeezing (extracting), drying, smoothing (ironing), selecting or folding (sorting and folding), storage (storing).

RESULTS AND DISCUSSION

Analysis of the data obtained from the hotel. Then the data is processed to get answers to the problems posed to produce good and quality room linens, managers should understand the handling of room linens in accordance with the correct handling linens. This aims to get maximum results so that the cleanliness of the linen can be improved. After making observations about the cleanliness linen rooms owned by the hotel still lacks linen handling. This is because the availability of linen in each room does not reach 3 *par stock* linen, which causes a shortage of linen availability. As a result, the linens installed in the rooms do not look good. Linen that has been soiled when finished use should be replaced with new linen, but the staff cannot replace the linen immediately due to the limited linen owned. This greatly interferes with the smooth operation of preparing guest rooms. In table 1, it can be seen the number and types of room linens in December 2020. Using the calculation method:

For example: item bed sheet (king) [646 : 2 : 171 = 1.89].

Table 1. Number and Type of Room Linen

No	Items	Number of linen	Number of rooms	Number of installs	Par stock
1	Bed sheet (king)	646	171	2	1.89
2	Bedsheet (double)	403	119	4	0.85
3	Duvet cover (king)	340	105	1	3.24
4	Duvet cover (double)	313	68	2	2.30
5	Pillow protector (king)	539	531	4	0.25
6	Pillow protector (double)	226	260	3	0.29
7	Sham pillowcase (king)	489	216	2	1.13
8	Sham pillowcase (standard)	307	122	2	1.26
9	Pillowcase (king)	691	250	2	1.38
10	Pillowcase (standard)	689	123	2	2.80
11	Night mat	164	159	2	0.52
12	Bath sheet	487	282	2	0.86
13	Bath towel	721	341	3	0.70
14	Hand towel	711	415	3	0.57
15	Face towel	1399	408	4	0.86
16	Bath rug	634	290	2	1.09
17	Bath mat	498	251	3	0.66
18	Pool towel	478	153	4	0.78
19	Shaving towels. 41cm x 68cm	59	85	2	0.35
20	Bathrobe	444	256	2	0.87

It can be seen from Table 1 that the number of linens in the hotel is still less than a minimum of par stock 3, which means that the linen needs needed to run operations need to be added.

There are several factors that need to be considered in determining the amount of linen to be used at the hotel, namely: Number of Rooms and Room Types the hotel has 124 Suite and Villa rooms. Linen Installation Standards The following is the standard for room linen installation which can be seen in table 2.

Table 2. Standards for installing linen in guest rooms and bathrooms

No.	Items	Number of rooms	Number of Installs
1	Bedsheet (king)	171	2
2	Bedsheet (double)	119	4
3	Duvet cover (king)	105	1
4	Duvet cover (double)	68	2
5	Pillow protector (king)	531	4

No.	Items	Number of rooms	Number of Installs
6	Pillow protector (double)	260	3
7	Sham pillowcases (king)	216	2
8	Sham pillowcase (standard)	122	2
9	Pillowcase (king)	250	2
10	Pillowcase (standard)	123	2
11	Night mat	159	2
12	Bath sheet	282	2
13	Bath towel	341	3
14	Hand towel	415	3
15	Face towel	408	4
16	Bath rug	290	2
17	Bath mat	251	3
18	Pool towel	153	4
19	Shaving towels. 41cm x 68cm	85	2
20	Bathrobe	256	2

[Source: Data Processed, 2021]

The calculation of the number of room linens in 1 par is based on the number of rooms, the number of beds, and installation standards. 1. The calculation of 1 par for bedrooms is the number of rooms x number of beds x installation standard. 2. The one par calculation for bathrooms is the number of bathrooms x installation standards. The following is the number of linens when using a minimum *par stock* (3 par) with the formula:

$\text{Number of rooms} \times \text{installation standard} \times \text{par stock} = \text{number/sheet}$
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The example is item bedsheet (king) [171 x 2 x 3 = 1026] can be seen in table 3 as follows:

Table 3. Number of linen the hotel must have using a minimum calculation of 3 par stock

No	Items	Number of rooms	Number of installs	Par stock	Amount
1	Bedsheet (king)	171	2	3	1026
2	Bedsheet (double)	119	4	3	1428
3	Duvet cover (king)	105	1	3	315
4	Duvet cover (double)	68	2	3	408
5	Pillow protector (king)	531	4	3	6372
6	Pillow protector (double)	260	3	3	2340

No	Items	Number of rooms	Number of installs	Par stock	Amount
7	Sham pillowcase (king)	216	2	3	1296
8	Sham pillowcase (standard)	122	2	3	732
9	Pillowcase (king)	250	2	3	1500
10	Pillowcase (standard)	123	2	3	738
11	Night mat	159	2	3	954
12	Bath sheet	282	2	3	1692
13	Bath towel	341	3	3	3069
14	Hand towel	415	3	3	3735
15	Face towel	408	4	3	4896
16	Bath rug	290	2	3	1740
17	Bath mat	251	3	3	2259
18	Pool towel	153	4	3	1836
19	Shaving towels. 41cm x 68cm	85	2	3	510
20	Bathrobe	256	2	3	1536

Comparison of the Amount of Linen Supposed to that Owned by the Hotel

Comparison of the number of linens that should be owned by the hotel (Actually). Based on direct observation, the following is a comparison of the amount *par of stock* linen that should be with the amount of *par stock* actual linen owned by the hotel using the formula:

$$\text{The number of linens should be} - \text{the actual number of linens} = \text{the difference in shortage}$$

For example bedsheet (king) type of linen [1026 – 646 = 380] can be seen in table 4.

Table 4. Comparison of the amount of linen that should be (3 par/minimum linen) with the owned by the hotel

No.	Linen type	Number of linen should be		Actual amount of linen		Difference (disadvantage) Amount
		Amount	Par Stock	Amount	Par stock	
1	Bed Sheet (King)	1026	3	646	1.89	380
2	Bed Sheet (Double)	1428	3	403	0.85	1025
3	Duvet Cover (King)	315	3	340	3.24	-25
4	Duvet Cover (Double)	408	3	313	2.30	95
5	Pillow Protector (King)	6372	3	539	0.25	5833
6	Pillow Protector (Double)	2340	3	226	0.29	2114
7	Sham Pillowcase (King)	1296	3	489	1.13	807
8	Sham Pillowcase (Standard)	732	3	307	1.26	425
9	Pillowcase (King)	1500	3	691	1.38	809
10	Pillowcase (Standard)	738	3	689	2.80	49

No.	Linen type	Number of linen should be		Actual amount of linen		Difference (disadvantage) Amount
		Amount	Par Stock	Amount	Par stock	
11	Night Mat	954	3	164	0.52	790
12	Bath Sheet	1692	3	487	0.86	1205
13	Bath Towel	3069	3	721	0.70	2348
14	Hand Towel	3735	3	711	0.57	3024
15	Face Towel	4896	3	1399	0.86	3497
16	Bath Rug	1740	3	634	1.09	1106
17	Bath Mat	2259	3	498	0.66	1761
18	Pool Towel	1836	3	478	0.78	1358
19	Shaving towels. 41cm x 68cm	510	3	59	0.35	451
20	Bathrobe	1536	3	444	0.87	1092

[Source: Data Processed, 2021]

Table 4 shows that the number of types of linen owned by the hotel is still below 3 par stock. It can be seen that the difference between the actual number of linens and those that must be owned is quite large. So that it causes disruption of the smooth operation of preparing guest rooms, such as forcing linen that still spots to be installed due to the limited linen owned which gives the impression that the linen is still dirty.

Comparison between the Handling of Room Linen Should Be Done by The Laundry at the Hotel

Based on direct observation the following is a comparison between the proper handling of linen and what the laundry service actually does at can be seen in table 5.

Table 5. Comparison between the proper handling of room linen and what is done (Actually)

No.	Type Activities	Implementation (actually)		Should be (theory)	
		Implementation	Results	Implementa-tion	Results
1.	Reception (receiving)	Linen dirty that are already collected when about to be washed are placed in a basket near the machine washing and partly on the floor.	The linen was already dirty going back to grow dirty due to contact directly with the floor	Linen - Dirty linen should be placed in a basket or special place for accommodate dirty linen.	The condition of the linen will be maintained when it is collected until it is ready to be washed.
2.	Sorting		Cleanliness results in	Linen is separated based on	- washing will be easier

No.	Type Activities	Implementation (actually)		Should be (theory)	
		Implementation	Results	Implementa-tion	Results
		Linen all mixed not separated levels of filth. Only in separating corresponding types of linen alone.	laundry linen not being evenly distributed and not in accordance with the standard, because mixing linen with the level of filth heavy with linens so that the level of filth is milder.	the type of linen material, color, and level of soiling.	<ul style="list-style-type: none"> - Minimizes the risk of color fading on linen - Minimizes the risk of damage to Linen material - Linen washing results will be in accordance with standards
3.	Spotting	Stains are stubborn and need handling cleaner especially not cleaned but directly inserted into the machine washing eliminate stains special	Stains are not cleaned maximally and cause stains to still be left on Linen Line	If there are stains specifically before being inserted into the machine washing up first cleansed the stain with materials cleaning stains that have been determined	Stains were not able to be cleaned by the process of leaching through the machine washing can be cleaned by manual first advance that Linen will clean it up.
4.	Linen Wash (washing)	When washing, linen is not rinsed it perfect is only rinsed once	Detergent will be left on the linen which will cause Linen cause scars to stain detergent is left behind because not in the rinse is perfect	Linen washing should go through 3 rinsing stages	The results of the laundry will be clean to the maximum
		Weight of laundry is inserted into the machine washing slightly exceeds the capacity of the machine.	The laundry is not going up if the case of overloading the machine that operational procurement Linen will be hampered	Weight of laundry is inserted into the machine washing in accordance with the capacity of the machine	The performance of the engine becomes maximum so that the cleanliness of the linens can be achieved in accordance with the standard

No.	Type Activities	Implementation (actually)		Should be (theory)	
		Implementation	Results	Implementa-tion	Results
5.	Squeezing	Linen should be wrung out until it is damp so that the drying process takes place quickly.	Drying will be sufficient need time long that sometimes cause Linen still damp which eventually will lead to	Linen should be wrung out until it is damp so that the drying process takes place quickly.	The linens that were generated will not smell musty and produce linen that appropriate stand-ards.
6.	Drying	Linen in separate accordance kind before in the insert into the machine dryer	Produced linen	Linen should be separated first in advance when will dry out of linen	The linens that were generated will not smell musty and produce linen that appropriate stand-ards. The results of the laundry will be kept clean according to stand-ard.
7.	Ironing	In handling linen ironing, do not pay attention to the final ironing result (only do this process once)	There are often linens that are still wrinkled.	Ironing is done until it becomes tight and smooth	Linen will be firm and smooth according to the standard.
8.	Selecting and Folding	The manager selects the result of washing linen and folded linens are immaculate	Linen that is still dirty will be separated with clean linen	Linen should be re-selected	Linen that is still dirty can later be washed again so that the Linen still looks clean.
			Linen that had been tight became wrinkled again.	Linen should be folded neatly and correctly.	Linen still maintained its shape and not be matted.
9.	Storage	Businesses put linens in a place that does not have a circulation of air that is sufficient	Linen will be slightly damp due to a lack of air circulation	Linen is placed in a room that has air gaps	Linen will be kept clean and hygienic.

[Source: Data Processed, 2021]

Table 5 shows that the handling of linen is in accordance with the theory it should be, but there are still some things that must be considered more in handling linen. A linen attendant should carry out handling activities linen using a club buggy car to minimize the time in moving linen and guest supplies to the pantry or host station. A club buggy car is a vehicle with electric power. In the implementation phase often chargers to charge the battery in the club buggy car belonging

to the linen section do not function properly which results in delays in the implementation process. The way to deal with this is the linen section borrowing a charger or club buggy car to the room attendant in moving linen and guest supplies to the host station or pantry, but a linen attendant must wait for the room attendant to finish the job first, and use a charger club buggy car when not in use. The lack of linen and towel at the time of high occupancy. Attendant linen has a duty to deliver or bring linen, towel, and amenities to the pantry for preparation to the setup room by the room attendant. At the implementation stage, especially in high occupancy, the handling of linen for rooms often experiences obstacles due to the lack of linen and towels. This happened because there was a miscommunication between the laundry outside and the hotel. The temporary way to deal with this problem is to borrow linen and towels from rental services such as JB Linen, Bali Linen, and others. Then there was a delay in the delivery of linen and towels by the party laundry. At the implementation stage, a linen attendant encountered obstacles if the linen and towels that were supposed to arrive at the required time were late to the hotel. This can affect the speed of the linen attendant at work. This happens because of the lack of speed in the section laundry for washing and not being careful when washing so that there is a delay in delivery. The way to deal with these obstacles is to contact the laundry immediately and continuously so that the party is laundry aware that the items they carry are very important and needed.

There are spots on the linen, if there are spots on the linen, the linen is not suitable for use in the room and must be re-washed. A linen attendant checks the linen at the preparation stage where when calculating the linen to be brought to the host station, a linen attendant sorts out the linens that have spots, puts them into a dirty laundry area, and makes a note of spots that have not been cleaned by the laundry party. This can hinder the work of the linen attendant to prepare the linen needs that will be set up by the room attendant because it is not in accordance with the records of needs. The way to deal with this obstacle is to provide information to the outside laundry to do express laundry on the linens that have just been sent and provide information regarding the number of linens that still have spots.

CONCLUSION

Based on the description in the previous chapters, it can be concluded that to run hotel operations, a hotel should provide at least 3 par stock linen. Linen needs at the hotel are still below 3 par stock, where the amount of linen that should be owned by the hotel is almost all of the linen owned by the hotel is still less than 3 Par stock and has a very large difference to meet a minimum of 3 Par stock.

It can be concluded that: the system of rotation or flow of linen at the hotel cannot be said to be good, because the laundry outside the hotel plays a more important role in processing linen than the laundry workers at the hotel. encountered in the management of linen at the hotel includes the number of linens that are out of order due to limited linen storage space, the workers in the laundry section are not careful in sorting linen that will be reused by both room boys/maids and outlets that require linen.

ACKNOWLEDGEMENT

The authors would like to thank those who have supported the process of this study as well as all my classmates in Tourism Business Management, Politeknik Negeri Bali.

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