

**PERANCANGAN SISTEM PENDUKUNG KEPUTUSAN PENENTUAN
STATUS PEGAWAI DI HOTEL XYZ MENGGUNAKAN METODE
PROFILE MATCHING (STUDI KASUS: DEPARTEMEN
HOUSEKEEPING)**

Hersa Magdalena De Win

ABSTRAK

Hotel XYZ berkedudukan di Bogor dan memiliki 14 departemen, salah satunya adalah Housekeeping. Departemen ini bertanggung jawab atas kebersihan dan kenyamanan ruang sekitar hotel sehingga dapat memberikan kesan estetik untuk pelanggan, sehingga dibutuhkan pegawai yang memiliki kinerja yang baik. Departemen Housekeeping memiliki penilaian kinerja pegawai yang terdiri dari aspek, kriteria, dan target sebagai acuan pegawai untuk mendapat hasil pencapaian kerja pegawai tersebut. Penilaian tersebut memiliki tiga status yang dapat menentukan kinerja pegawai Housekeeping untuk ke-depan-nya, yaitu perpanjangan kontrak, dipertimbangkan, dan diberhentikan.

Metode yang digunakan peneliti adalah *Profile Matching*, dimana metode tersebut menggunakan pembobotan GAP yang didapat dari selisih kompetensi individu dengan kompetensi departemen Housekeeping. Aspek yang digunakan dalam penelitian ini adalah *Effective Individual, Effective Leader, dan Values*. Kriteria yang digunakan adalah *Quality of Job, Communication, Knowledge of Job, Personal Qualities, Independency and Professionalism, Business Acumen, Initiative, Decision Making, Communication and Influence, Developing Other, Integrity, Teamwork, Service Excellence, dan Innovation*. Hasil yang didapat dari penelitian ini adalah aplikasi yang dapat membantu HRD memberikan rekomendasi dalam menentukan pegawai yang sesuai dengan kriteria Hotel XYZ menggunakan Profile Matching.

Kata Kunci: Hotel XYZ, Departemen *Housekeeping*, *Profile Matching*

**DESIGN OF A DECISION SUPPORT SYSTEM FOR EMPLOYEE STATUS
DETERMINATION AT HOTEL XYZ USING THE PROFILE MATCHING
METHOD (CASE STUDY: HOUSEKEEPING DEPARTMENT)**

Hersa Magdalena De Win

ABSTRACT

Hotel XYZ is located in Bogor and has 14 departments, one of which is Housekeeping. This department is responsible for the cleanliness and comfort of the space around the hotel so that it can give an aesthetic impression to customers, so employees who have good performance are needed. The Housekeeping Department has an employee performance assessment consisting of aspects, criteria, and targets as an employee reference to get the results of the employee's work achievement. The assessment has three statuses that can determine the performance of Housekeeping employees in the future, namely contract extension, consideration, and termination.

This method used by researcher is Profile Matching, where the method used GAP weighting obtained from the difference between Individual competencies and Housekeeping department competencies. The aspects used in this research are Effective Individual, Effective Leader, and Values. The criteria used are Quality of Job, Communication, Knowledge of Job, Personal Qualities, Independence and Professionalism, Business Acumen, Initiative, Decision Making, Communication and Influence, Developing Other, Integrity, Teamwork, Service Excellence, and Innovations. The result obtained from this study are applications that can help HRD provide recommendations in determining employees who meet the criteria of Hotel XYZ using Profile Matching.

Keywords: Hotel XYZ, Housekeeping Department, Profile Matching