

## **COMPETENCY BASED-ASSESSMENT USING ELECTRONIC RUBRIC: IMPLEMENTATION ON MANUAL POLISHING PRACTICE IN HOUSEKEEPING**

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### **Abstract**

The purpose of this study was to produce several matters regarding competency of manual polishing practice in housekeeping: 1) to implement competency-based assessment using an electronic rubric on hand-operated polishing practices in housekeeping department; 2) to achieve competency of manual polishing practices in housekeeping. Then, we also examined the competency achievement of the practice, most of the intern. This was also declared as a competent based on the result from internal and external based-assessment on manual polishing practices in housekeeping. To this end, a descriptive method was conducted. Among the process, internal and external examiners were involved as a primary data. The data were collected by interviews, observation, and competency assessment using an electronic rubric. The data were analyzed by both qualitatively and quantitatively. Finding of this research is (i) electronic rubric is an effective way to understand the competency of housekeeping; and (ii) competency based-assessment on manual polishing practices external examiners was done through the moderation process. Finally, this assessment tool showed good qualities of housekeeping. This result can be recommended to policymakers as a decent reference implemented at briefing pre-internship and at a process of industrial practices in housekeeping in the hotel.

Keywords: Competency based-assessment, Electronic rubric.

## 1. Introduction

Vocational school has so many fields that provide the interest and talent for the students. One of them is Hotel Accommodation. Vocational competency in the hotel accommodation is housekeeping. The standard competency is cleaning areas and tools [1-3]. Cleaning the locations and tools is one of the competencies that should be taken by the students in vocational school in Hotel Accommodation program before they could perform it in the field [4, 5].

The courses available in the competency skills are housekeeping, laundry, and front office. The Primary material of Housekeeping in vocational school covers general area of hotel, including cleaning tools, chemicals, as well as object and kinds of dirties. This also includes the procedure of general cleaning area using both machinery and manually [6].

One of the competencies for equipping the students is to have the work competency according to the needed standard of the work world is practical competency. The learning practice has a very important role because through this learning, the students have to master the skill optimally in the practice competency. To discover how far their authority in the specific competency, appraisal instruments that can evaluate the degrees of accomplishment dispassionately and legitimate are required [7]. The role of the teacher as an evaluator turns out to be significant in the phases of arranging, executing, and revealing the aftereffect of understudies as per their accomplished ability. As a teacher, they also have to possess the skill in developing an assessment instrument, especially of vocational teachers [8]. Applying competency demands the paradigm shift in learning because it causes the difference of concept, method, and teacher's strategy in teaching. The assessment system of learning result that was used is Competency-based Assessment (CBA). This Competency based-Assessment covers three aspects of skills, which are cognitive, psychomotor, and affective which in practice are done partially in accordance with the procedure and mechanism. The assessment itself contains the meaning of interpretation of assessment result and deciding the results of learning [9].

Basic competency in the material procedure of cleaning using manually demands the students to be able to explain the procedure of cleaning by hand and perform the practice of cleaning according to the Standard Operation Procedure of Hotel. The learning is performed in the procedure of cleaning the general area manually is done with the method of group discussion and practice. The practice includes manual polishing practice, which contains the wood polishing practice, metal polishing, and leather polishing.

Manual polishing is a method used in cleaning public areas of hotels manually without the assistance of a machine. Manual Polishing lesson in vocational school is done in practice by the students and in practice, assessment instruments in accordance to Standard Operational Procedure is required. The result of accomplished competency of the students in performing the training must be estimated through the exploration. The assessment is an integral part of teaching, and learning must be utilized to support daily learning exercise [1, 9].

Assessment technique in the practice of manual polishing was conducted with the performance assessment technique. Performance assessment is compatible to be used in assessing achieved competency that demands the students to show their

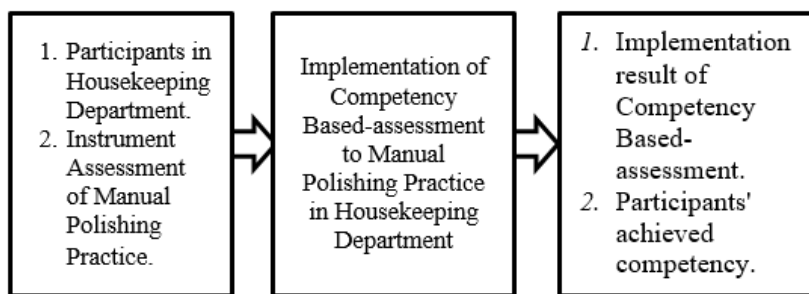
working capability. In the implementation of performance assessment, the students are given tasks and then show their capability in completing the task are given a score in accordance with the indicator quality measured by the performance assessment instrument.

Although there are many strategies to test and apply competency-based assessment, the system is still difficult to be implemented. Here, the purpose of this study was to produce an electronic rubric for competency-based assessment. The electronic rubric was applied for all assessment types. In this study, we used preliminary studies and interview. E the interview was done to the students of hotel accommodation. The results showed that performance assessment instrument is needed in the school. This situation is caused by the majority of vocational school lessons are related to practical learning. The practice assessment instrument in the Housekeeping course used in the practice of manual polishing is still in the format that is not yet equipped with the rules and regulations according to Standard Operational Procedure. Because of it, the implementation of performance assessment instruments in Manual Polishing is needed to show the skill and knowledge of the students in increasing the learning competency according to the Standard Operational Procedure of the hotel in class.

Performance assessment instrument in the manual polishing practice in the housekeeping course shows that the instruments are in the criteria very worthy because it has included Hotel's Standard Operational Procedure, so the instruments can be used in the Housekeeping course. The performance of assessment practice tool in Manual Polishing of Housekeeping has been designed to be implemented in vocational school and Housekeeping. Implementation of this instrument has been designed is included in the development phase, and demands a documented and measured activity [1].

## 2. Research Method

This research involved the internal and external assessor also the participants in Housekeeping. The data collecting technique is performed through observation and competency test. Analysis data research was performed in accordance with the procedure and characteristic from the data research findings for the result of observational is analyzed qualitatively. And, for the result of the competency, test is analyzed quantitatively. Figure 1 is the research method to implant the competency based-assessment on manual polishing practice in Housekeeping.



**Fig. 1. Research method to implant the competency based-assessment on manual polishing practice in Housekeeping.**

### **3. Results and Discussion**

#### **3.1. Results of competency-based assessment implementation in manual polishing practice using electronic rubric**

Results of competency based-assessment implementation in manual polishing practice using the electronic rubric stated very faithful to the result of student's practice. These results showed that participants can perform the practice in accordance with the assessment instrument that has been designed. Internal Assessor and external assessor can see the success of their participants while performing the practice with the instruments without looking at other referrals because the instrument was designed to be by following the Standard Operational Procedure. Performance assessment instrument can help the teacher in observing the demonstrated process by the students [10].

This competency based-assessment in the manual practice of polishing preparation covers the completeness of uniform. It also used the tidiness and cleanliness of self-appearance. The students have to prepare the uniform completeness just like using the practical housekeeping uniform according to the school rules, using name tag, and using the shoes and black socks.

The implementation phase of manual polishing practice covers wood polishing, metal polishing, and leather polishing is done according to the working procedure in the Standard Operational Procedure of the Hotel. Wood Polishing is a process of maintaining furniture made from woods using cleaning cloth with cleaning chemicals of wooden polish. Metal Polishing is maintained the surface that is covered by stainless steel using soft cloth and metal polishers. Leather polishing is a process of cleaning things until it is polished [11]. The result of the research in the implementation phase of manual polishing practice, there are still some students that are not yet fulfill the standard set by the indicators in the assessment instrument. This is seen from their ways of performing the practice during the metal polishing practice [1].

#### **3.2. Achieved competence result in the manual polishing practice according to hotel SOP**

##### **3.2.1. Preparation phase of manual polishing practice**

The achieved competency result of the participants is relevant to the preparation phase of manual polishing, which is self-appearance this show by all the female wearing uniform and not wearing excessive jewelry. Some wear the name tag, using the belt, wearing shoes and black socks. Nails are cut and clean also not wearing heavy makeup. More than half of the male, having a hair cot not surpassing the collar and ears and hairs is combed. The result shows that the participants are able and understand the rules given before the practice that self-appearance has to be taken into account; the completeness of uniform has become a habit during the learning.

The result of the achieved competence of the participants who has a strong relationship with the preparation phase of manual polishing practice is uniform completeness. Cleanliness and tidiness showed that the majority is in accordance to the standard of procedure [12].

### **3.2.2. Process phase of manual polishing practice**

The results of the achieved competence of participants who related to the practice of manual polishing covers the practice of wood polishing, metal polishing, and leather polishing shows in the wood polishing that most of the participants prepare dust cloth and bottle prayer, preparing furniture polish. Most of them cleaned the surface of furniture polish from the dust, performing furniture polish by following the route of the wood veins, using masker, and checking the cleaned furniture, and cleaning the dust cloth that has been used and put back all the tools and chemical to the storage.

The results of the achieved competence of participants who related to the process phase of practice metal polishing showed that all students prepared soft cloth, metal polish, and masker. The vast majority of them cleaning the outside of items from residue covers the surface so it will not be influenced using metal polisher with the delicate fabric, playing out the status of the outside of cleaned metal, utilizing the hand glove to clean the utilized delicate material, and putting back all the tools to the storage.

The result of achieved competency of participants in relation to the process practice of leather polishing in general shows that all the participants prepare shoe brush and soft cloth, preparing shoe polish, alcohol, and cotton during the practice process. The majority of the participants did the process in accordance to the standard of operation, which is performing the polish in circular movement with the shoe brush, cleaning the shoe from dust and other kinds of dirtiness inside the shoes' soul, taking the shoe polish in the circle not scrubbing, checking the surface of shoe polish that has been cleaned and clean the soft cloth that was being used and storing all the tools back in the storage [9]. Again, this achievement was obtained to the use of an electronic rubric for assessing each stop.

### **3.2.3. Final phase of manual polishing**

The result of the achieved competency of participants in relation to final phase of manual polishing practice shows participants finished the practice on time during the 30-minute duration. While the majority of the participants can see the furniture condition looks polished, clean, and tidy. The results of manual polishing practice polished are clean from dust and fingerprints [2].

### **3.2.4. Achievement according to the performance test in manual polishing practice of hotel standard of procedure**

The result of achievement according to the criteria of the performance test in the practice of Manual Polishing showed the average of participants' performance test with the instrument of assessment of 91.10% in the First Assessor (1) and 94.10% in the Second Assessor (2). Retailed results based on assessors that are connected to the electronic rubric for 34 participants are shown in Table 1.

Table 1 shows that for the First Assessor (1) and Second Assessor (2) states that 30 participants are decidedly competent in performing the manual practice of polishing and surpassed the minimum scores, and four people decided not competent and has not surpassed the minimum scores. The achievement of the manual polishing practice results achieved by the participant's conference shows the number 88.24% as stated in accordance with Hotel SOP. Participants show their

success and can be seen from the frequency of the manual polishing practice. The Activity of assessment should refer to the achieved competence that has been agreed upon by the school and industry so that the student competency can achieve the approval of the Industry [13, 14].

**Table 1. Student achievement according to the performance test in manual polishing practice of hotel SOP.**

No. Participants	Assessor 1	Achieved Competency	Assessor 2	Achieved Competency
1	80	Competent	95	Competent
2	80	Competent	95	Competent
3	78	Competent	86	Competent
4	78	Competent	89	Competent
5	78	Competent	86	Competent
6	80	Competent	95	Competent
7	80	Competent	95	Competent
8	80	Competent	95	Competent
9	80	Competent	86	Competent
10	78	Competent	84	Competent
11	80	Competent	95	Competent
12	80	Competent	89	Competent
13	80	Competent	93	Competent
14	80	Competent	82	Competent
15	80	Competent	89	Competent
16	75	Competent	82	Competent
17	75	Competent	84	Competent
18	75	Competent	89	Competent
19	75	Competent	89	Competent
20	80	Competent	91	Competent
21	80	Competent	91	Competent
22	80	Competent	93	Competent
23	80	Competent	95	Competent
24	80	Competent	95	Competent
25	70	Not Competent	71	Not Competent
26	70	Not Competent	73	Not Competent
27	80	Competent	95	Competent
28	80	Competent	95	Competent
29	80	Competent	89	Competent
30	80	Competent	89	Competent
31	75	Competent	82	Competent
32	60	Not Competent	63	Not Competent
33	60	Not Competent	74	Not Competent
34	75	Competent	78	Competent

### 3.2.5. The result of implementation of competency-based assessment in the practice of manual polishing based on hotel SOP

Reliability Test is used to find out the consistency of measurement instruments using Cronbach Alpha to decide whether the instruments reliable or not using the limits of 0.60. If the reliability values of less than 0.60, between 0.60 and 0.80; and more than 0.80 are not acceptable, accepted, and good, respectively.

According to the result output of SPSS, it has been acquired that the score of Cronbach Alpha for the sum of the measurement scale is 0.943. Cronbach Alpha

Score shows the score is above the minimal reliability of  $> 0.60$ . Therefore, it can be concluded that the practice of manual polishing using the electronic rubric according to standard of procedure has a good reliability.

#### 4. Conclusions

Implementation of Competency-based assessment to Manual Polishing Practice in Housekeeping using the electronic rubric has been reported. This study also shows superiority in covering the preparation phase, implementation, and practice result. The achieved competence in Manual Polishing practice in Housekeeping shows that majority of the participants is stated as competent according to the test result from internal and external assessors through the moderation process. This is because the electronic rubric is effective to check every stop based on the standard of procedure.

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