



Technical Guidance on Homestay Management in the Field of Housing Arrangements in Girikerto Village, Ngawi Regency, East Java Province."

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Abstract: The implementation of this community service aims to provide technical guidance in managing Homestays in the field of housing arrangements in the tourist village of Girikerto, N,gawi Regency, East Java Province. Technical guidance is provided with the goal of fostering, developing, and advancing homestays by imparting knowledge and skills to managers and relevant institutions to create professional homestay human resources. The method of technical guidance involves theory and practice tailored to the conditions of homestays. The outcomes for participants in this technical guidance include obtaining a job description and standard operating procedures as work guidelines, acquiring skills in housing arrangements, and being able to apply all the knowledge gained in running homestay operations.

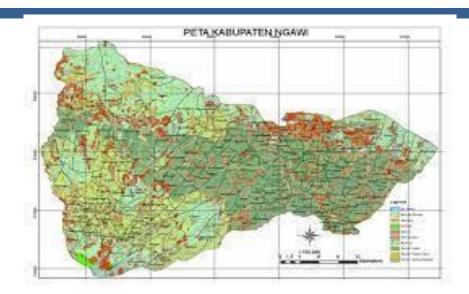
Key word: Technical Guidance, Governance, Housing Arrangements, Homestay

Introduction

Girikerto is a village with a distinctive landscape on the slopes of Mount Lawu, which has been inactive for quite some time. This village is located in the Sine District, Ngawi Regency, East Java. Its terrain is mountainous with an elevation of ±800 meters, and it receives relatively high rainfall. The majority of the area is in the form of a forest conservation area. Administratively, Girikerto Village is divided into three hamlets and one village, namely Nglegok, Banjaran, Girikerto, and Kampung Jamus. The village, with a population of 2,200 people, occupies 1,097,117 hectares.

The agricultural land covers an area of 62,621 hectares, and 40% of the population in Girikerto are farmers. The remaining land, covering 365 hectares, belongs to Perum Perhutani KPH Lawu Utara, managed jointly with the Village Forest Community Institution (LMDH), and 275 hectares are owned by Girikerto Village in Kampung Jamus. In Kampung Jamus, there is a tea plantation that has been around for thousands of years (since the Dutch colonial era) and is currently managed by PT Candi Loka. Abundant water and green natural scenery with forests, mountains, rural landscapes, and tea plantations integrated into the distinctive landscape of Mount Lawu are among the advantages of Girikerto Village. To support tourism, accommodation facilities in the form of homestays are provided in Girikerto Tourism Village.. (Wikipedia, 2023)...(...)





Picture 1: Map of Ngawi Regency

A region can become a tourism area that can be further developed into a tourism village should have specific criteria that characterize the area..(Arida & Pujani, 2017). Girikerto Tourism Village is located in the Sine District, precisely in the upper region of Ngawi Regency, or on the slopes of Mount Lawu. When visiting there, visitors will be treated to the beautiful expanse of tea plantations and the majestic presence of Mount Lawu.

There is a privately-owned Jamus Tea Plantation that sells nature. In addition to purchasing tea products, there is a water source that serves as a tourist attraction for swimming pools. "Their tea production is quite extensive," said Totok. Tourists visiting Girikerto Tourism Village can not only enjoy the cool air in the tea plantations but also pick tea directly from the garden and bring tea products as souvenirs. The presence of many tourist attractions in an area is a significant potential for homestay development. (Suwintari et al., 2023).





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Picture 2: Icon of Kertonyono in Ngawi City

The attraction of tourist destinations and the influx of tourists visiting Girikerto Tourism Village provide a unique opportunity for the community to supplement their income. This opportunity arises alongside their farming activities by utilizing their homes as homestays.

.(Sagita et al., 2021). Homestay is a type of tourism business that provides facilities in the form of buildings as temporary accommodations, equipped with or without meals and drinks, as well as other services managed commercially or semi-commercially. It is one form of accommodation business. (Rasoolimanesh et al., 2017)

Like previous community service implementers, homestays often do not develop and progress due to their management system being unprofessional and handled as it is..(Karanganyar, 2022). Based on the survey conducted by the implementers, the establishment of homestays is relatively recent and still in the initial stages. Therefore, there is a lack of knowledge and skills since the majority of homestay managers are farmers and laborers trying to improve their economy by pioneering homestay businesses.

To address this issue, the implementation team conducted community service to enhance human resources in knowledge and skills for the development of Homestay facilities in Girikerto Tourism Village, Ngawi Regency, East Java.

Method

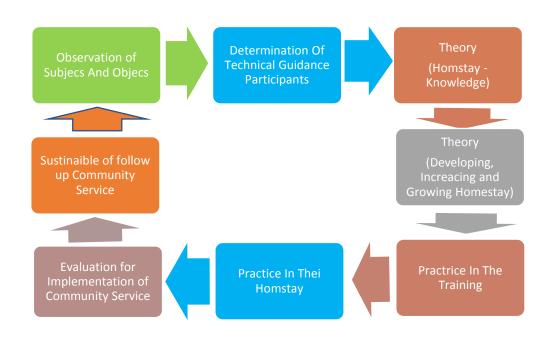
The method used in this technical guidance activity consists of theory and practice. The theoretical aspect covers the material on good homestay management in the field of housing arrangements, including the provision of Standard Operating Procedures (SOP) for Homestay Housing Arrangements. As for the practical aspect, it involves methods/processes for cleaning using equipment and materials tailored to the cleaned area, bed-making practices, and handling guest complaints during their stay.

This activity took place on November 22–23, 2023, at Girikerto Tourism Village Homestay, with participants consisting of homestay managers and members of the Village Tourism Awareness Group (Pokdarwis) in Girikerto Tourism Village, Ngawi Regency, East Java Province.

In the implementation of this community service activity, the implementing team conducts theory sessions in a dedicated room with the hope of better focus and full concentration, so that the presented material can be absorbed effectively. The practical part is carried out in a specific room first, and once the participants fully understand, they perform the practical exercises in the field, specifically at the homestay.

This activity is continuously evaluated to measure the extent to which participants can know, understand, and comprehend the material so that they can master it, which will later be implemented in their work as competent and professional homestay operators.





Picture 3. Implementation Flow of Community Service Activities

Result

Homestays in Girikerto Tourism Village are derived from the houses of local residents that have been upgraded in terms of facilities and amenities to serve as accommodations rented out to tourists. Empowering infrastructure for the creation of homestays can enhance the economic situation of the community in that area. .(Santi & Tristanti, 2021). who come for tourism in Girikerto Village. The location of the Homestay is in Girikerto Tourism Village, Ngawi Regency, East Java Province.





Picture 4: Homestay in Girikerto Tourism Village, Ngawi Regency, East Java Province



Implementation of Technical Guidance

In providing technical guidance, the implementation team first presents theoretical material on the general knowledge of Homestay Management in the field of Housing Arrangements. They also provide an understanding/awareness that the existence of a homestay is not only a place to stay but also a place to learn about local culture.





Picture 5: Technical Guidance on the Management of Homestay in the Field of Housing Arrangements

The implementation of community service activities is conducted both in theory and in practice.:

- a. The theory of governance in the field of Homestay Housing Arrangements" and cleaning the area with the proper tools, materials, and correct cleaning methods in both the rooms and public areas of Girikerto Homestay. Theory:
 - 1. Homestay Governance System
 - 2. Organizational Structure of Homestay Management
 - 3. Types and Categories of Homestay Rooms
 - 4. Supplies, Amenities, and Condiments in the Room
 - 5. Public Area Section of the Homestay

Practice:

- 1. Cleaning the room according to the standard operating procedure of Make Up Room.
- 2. Making the bed and opening the bed during turn-down service.
- 3. Cleaning the public area of the Homestay.
- 4. Lost and Found Procedure.
- 5. Creating SOP (Standard Operating Procedure) for Homestay.







Picture 6: Training on How to Perform Make Up Room

All of the above is carried out through training, which involves providing theory and hands-on practice conducted by the Community Service Implementation Team at Girikerto Tourism Village Homestay, Ngawi Regency, East Java Province.





Picture 7: Training on Arranging Furniture and Fixtures in Homestay

b. Providing guidance on "How to Choose Tools and Materials in Cleaning Homestay" can be done by selecting materials and tools in accordance with local wisdom in the homestay area, utilizing the available natural resources. Subsequently, alternative options can be sourced externally with criteria adjusted to the existing conditions.







Image 8: Selection and Provision of Tools and Materials for Housing Operations in Homestay

c. Developing SOPs as the "Guidelines for the Operational Implementation of Girikerto Tourism Village Homestay" is done by providing instructions worked on collaboratively through forums and discussions involving all stakeholders, including Pokdarwis and homestay managers in each residence. In arranging housing arrangements, there is a need for standard operating procedures to serve as a guide in the operational aspects of the rooms. SOPs are used as guidelines for carrying out tasks or as a set of work instructions.

Discussion

The results of this community service activity provide extensive knowledge about the governance of Homestay in the field of housing arrangements, creating in-depth insights for homestay managers in Girikerto Tourism Village, Ngawi Regency, East Java Province. The theories provided are tailored to current developments in professional management.



Picture 9. Review of the Visit to the Homestay Location



The practice involving the use of new tools and materials provided by the implementers brings new insights related to cleanliness, health, tidiness, and the aesthetics of the homestay. This ensures that guests who stay there feel safe and comfortable.





Picture 10. Condition of the Dining Room and Bathroom

The creation of standard operating procedures in the management of Homestay in the field of housing arrangements serves as a guide in carrying out work procedures for homestay staff. This helps minimize complaints from guests, especially in services related to housing arrangement management.





Picture 11. Reviewing the Common Areas in the Homestay Together

Conclusion

Dari hasil persiapan, pelaksanaan, hingga berakhirnya program ini, dapat ditarik kesimpulan sebagai berikut:

 Homestay is one of the tourism businesses in the form of accommodation that requires serious and professional management to enhance the welfare of the community.



- 2. Girikerto Tourism Village Homestay in Ngawi Regency, East Java Province, must continually enhance knowledge and skills and stay abreast of homestay developments to become a growing, advanced, and independent homestay.
- 3. Proper use of tools and the selection of quality materials with appropriate methods can preserve tools and avoid material wastage, resulting in cost savings.
- 4. Working effectively and efficiently with correct procedures by following the established Standard Operating Procedures of homestay management can enhance work productivity and achieve optimal results.
- 5. Homestay functions not only as a place to stay but also as a venue for learning local culture and wisdom.

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