



DOI:

10.22301/IJHMCRC.2252-2257.2251

Article can be accessed online on:

<http://www.ijhmcr.com>

ORIGINAL ARTICLE

INTERNATIONAL JOURNAL
OF HEALTH MEDICINE AND
CURRENT RESEARCH

DESCRIPTION OF SLEEP QUALITY LEVELS OF SECURITY OFFICERS AT HOTEL BAHARI FAMILY

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ARTICLE INFO

Article History:

Received 15th July, 2023

Received in revised form

20th July, 2023

Accepted 10th August, 2023

Published online 22th August, 2023

Key words:

Sleep Quality, Night Duty, Security
Officers.

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ABSTRACT

Backgrounds: The development of the world is so rapid that it occurs in almost all aspects of human life both in the fields of technology, information and communication and the economy and much more. This is what is called the era of globalization. Based on a variety of activities and lifestyles that are adapted to the development of the world today, a habit is created in an unhealthy lifestyle where one of them is the emergence of night working hours and an increased workload for workers so that it can have an impact on the emergence of an increasingly complex disease. **Objectives:** To find out how to describe the level of sleep quality for security officers at the Bahari Family Hotel.

Methods: Survey Research Methods with Purposive Sampling and conducting in-depth interviews. **Results:** From the results of interviews and direct observations at the hotel, the researchers found that the level of quality of sleep for hotel security officers was not good, due to the routine work of security officers in maintaining security and order in the hotel. **Conclusions :** In accordance with the results of the study, it can be concluded that the sleep quality of security officers is disrupted or not good because sleep time is not sufficient for the normal time to rest. but the shifts carried out have a special schedule so that they are not monotonous and are carried out in turns.

Citation: Sintia Manoppo, Dolfina Galela, Frangky William Mapanawang "Description Of Sleep Quality Levels Of Security Officers At Hotel Bahari Family", International Journal of Health Medicine and Current Research, 8, (02), 2252-2257

INTRODUCTION

As is well known, the development of the world is so rapid that it occurs in almost all aspects of human life both in the fields of technology, information, and communication as well as the economy and many more. This is what is called the era of globalization.¹ This rapid development can have many positive impacts on the sustainability of human life, but it does not rule out bad influences that cannot be avoided by the world's population. Based on a variety of activities and lifestyles that are adapted to the development of the world today, a habit is created in an unhealthy lifestyle where one of them is the emergence of night working hours and an increased workload for workers so that it can have an impact on the emergence of an increasingly complex disease . . . world population, both from developed and developing countries growing, can not be separated from the dangers of various diseases.

There are several parameters in the quality of sleep that need to be observed, these include the duration of sleep or the length of time a person sleeps and the presence or absence of a sleep disorder experienced during sleep hours.³ Sleep disorders experienced by a person can affect various processes that occur in the body such as recovery from mental problems, fatigue, or injuries obtained at work, a person's mental health is not good, and often forgets, and the ability to remember or concentrate decreases.⁴ These things can affect the level of worker

productivity in achieving work targets or effective and efficient work results.

Sleep disorders that affect sleep quality play a major role in the process and work results of workers, especially those who have a night shift schedule *such as security officers* at a hotel, which is often overlooked by most workers. The reason is, work performance is influenced by lifestyle which includes the quality of the worker's sleep. So that good work performance and a good lifestyle can be achieved if there is concern, detection, and early treatment of sleep quality, such as sleep disorders.⁵

Therefore, it requires knowledge of security personnel such as *Security* regarding the sleep quality of workers with a night watch schedule in Indonesia.

But unfortunately, the sleep quality of night workers in Indonesia, especially in Manado City, is still not clearly known and needs to be studied. This is the reason why research on the description of sleep quality was carried out, especially on *Security* officers.

RESEARCH METHODS

The type of research used in this research is descriptive research which is carried out with a qualitative approach.

Population and Research Sample

The population and sample in this study were security officers at the Bahari Family Hotel. Data or sample collection was carried out using the Purposive Sampling method, namely

the method of taking samples deliberately in accordance with the requirements of the respondents (sample).

Data collection technique

Data collection was carried out through field surveys, in-depth interviews, and documentation studies.

a. Field survey

Field survey activities were carried out to obtain information or an initial description of the research location.

b. In-depth interviews

In-depth interviews were carried out through direct meetings with respondents to obtain information as an aspect of this study. The in-depth interviews focused on the aspects that were the aim of the research, namely to describe in general the description of the sleep quality level of security officers at the Bahari Family Hotel

c. Documentation Study

The documentation study in this research was conducted to obtain supporting data related to the sleep quality of security officers at the Maharai Park Hotel. For this purpose, the data collected can be in the form of documents, related references, and reports that support the research, as well as the results of previous studies related to this research.⁶

DATA ANALYSIS AND DISCUSSION

Observation Data Analysis

Hotel Bahari Family is a hotel in a good location, precisely in the city of Bitung, which is located

right in the city center. Hotel Bahari Family is one of the 4-star hotels in the city of Bitung. In addition, the construction of the Bahari Family Hotel has had a positive impact on regional development.

Results and Discussion

In the city of Bitung, there are so many hotels that can be used as a place to stay. One of them is the Bahari Family Hotel, a strategic location because it is often visited by the public and tourists to stay overnight, therefore security officers are provided who work in *shifts* to take turns maintaining security at the hotel.⁷ From the results of the interviews and direct observations at the hotel, the researchers found that the level of sleep quality for security officers at the Bahari Family Hotel was not good, due to their work routines. by security officers in maintaining security and order in the hotel.

Alternating *shifts* make security officers take breaks outside of normal hours because they have to remember the shifting shift schedule.⁶ Therefore, the level of sleep quality of security officers is not good plus visitors who alternately come and go. Security officers must pay extra attention to everything that happens at the Bahari Family Hotel.

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

In accordance with the results of the study, it can be concluded that the sleep quality of security officers at the Bahari Family Hotel

is not good because sleep time is not sufficient for the normal time to rest, but the shifts carried out have a special schedule so that they are not monotonous and are carried out in turns. So this is also a good solution for officers to maximize their sleep time when they don't have a night watch schedule. The Bahari Family Hotel is one of the 4-star hotels in the center of Bitung City. Therefore, the security officers are very concerned about the security and order of the hotel.

Suggestion

Security officers who work especially during working hours and who use alternate night shifts/night *shifts* as much as possible can pay attention and meet the amount of sleep required; it can also affect better work performance. Not only that, good quality sleep for security officers, shows that the level of knowledge and health status of security officers is in good status⁸.

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