

UNDERGRADUATE THESIS

**THE IMPLEMENTATION OF GREEN HUMAN RESOURCE
MANAGEMENT IN MAINTAINING THE QUALITY OF
EMPLOYEES IN THE FOOD & BEVERAGE SERVICE
DEPARTMENT AT ST. REGIS BALI RESORT**



POLITEKNIK NEGERI BALI

I Gede Sudana Wijaya

**TOURISM DEPARTMENT
POLITEKNIK NEGERI BALI
BADUNG
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**This undergraduate thesis is submitted as one of the requirements to earn
Applied Bachelor's Degree in Tourism Business Management Study Program
in Politeknik Negeri Bali**



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UNDERGRADUATE THESIS APPROVAL SHEET

**THE IMPLEMENTATION OF GREEN HUMAN RESOURCE
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DEPARTMENT AT ST. REGIS BALI RESORT**

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That is written as partial requirement for the Applied Bachelor's Degree of Tourism Business Management is my own work. All the information contained in this undergraduate thesis which is derived from the work of others had been given an award by citing the name of source authors correctly according to the academic norms, rules, and ethics.

If it is discovered in the future that portion or the whole thesis is not my original work or that there is a case of plagiarism, I willingly accept the consequence of my academic title withdrawal and other sanctions as postulated by Indonesian National Law.

Badung, July 18th, 2024




I Gede Sudana Wijaya

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ABSTRACT

Wijaya, I Gede Sudana. (2024). The implementation of green human resource management in maintaining the quality of employees in food & beverage service department at St. Regis Bali Resort. Undergraduate Thesis: Tourism Business Management, Tourism Department. Politeknik Negeri Bali.

This undergraduate thesis has been supervised and approved by Supervisor I: Dra. Ni Nyoman Triyuni, MM. and Supervisor II: Ni Kadek Herna Lastari, M.Pd.

Abstract: The aims of this research are to figure out the implementations of Green Human Resource Management or Green HRM, and to analyze the influence of Green Human Resources Management, towards the quality of employee in food and beverage service department in St. Regis Bali Resort. The data of this research collect from questionnaire, observation, interview, and documentation. The questionnaire conducted in this research were online questionnaire in form of google form. There were 30 employees in the Food and Beverage Service Department at The St. Regis Bali Resort that made up the research's sample. This research will conduct in quantitative data analysis, Using method statistic descriptive and Multiple linear regression analysis by IBM SPSS. Can be concluded that the application of green human resource management in maintaining employee quality in the food and beverage service department at St. Regis Bali Resort, has an influence on employee quality and has been implemented well.

Keyword: Green Training & Development, Green Performa Evaluation, Green Reward, Employee Quality

ABSTRAK

Wijaya, I Gede Sudana. (2024). The implementation of green human resource management in maintaining the quality of employees in food & beverage service department at St. Regis Bali Resort. Skripsi: Manajemen Bisnis Pariwisata, Jurusan Pariwisata. Politeknik Negeri Bali.

Skripsi ini telah disetujui dan diperiksa oleh Pembimbing I: Dra. Ni Nyoman Triyuni, MM, dan Pembimbing II: Ni Kadek Herna Lastari, M.Pd.

Abstrak: Penelitian ini bertujuan untuk mengetahui penerapan *Green Human Resource Management* atau *Green HRM*, dan menganalisis pengaruh *Green Human Resources Management* terhadap kualitas karyawan bagian pelayanan makanan dan minuman di St. Regis Bali Resort. Data penelitian ini dikumpulkan melalui kuisisioner, observasi, *interview*, dan dokumentasi. Kuisisioner yang dilakukan dalam penelitian ini adalah kuisisioner online dalam bentuk *google form*. Sampel penelitian ini adalah karyawan *Food and Beverage Service Department* di The St. Regis Bali Resort yang berjumlah 30 orang. Penelitian ini akan melakukan analisis data secara kuantitatif, dengan menggunakan metode statistik deskriptif dan analisis regresi linier berganda dengan IBM SPSS. Dapat disimpulkan bahwa penerapan *green human resource management* dalam menjaga kualitas *employee* pada departemen pelayanan makanan dan minuman di St. Regis Bali Resort, memiliki pengaruh terhadap kualitas *employee* dan telah diterapkan dengan baik.

Kata Kunci: *Green Training & Development, Green Performa Evaluation, Green Reward, Employee Quality*

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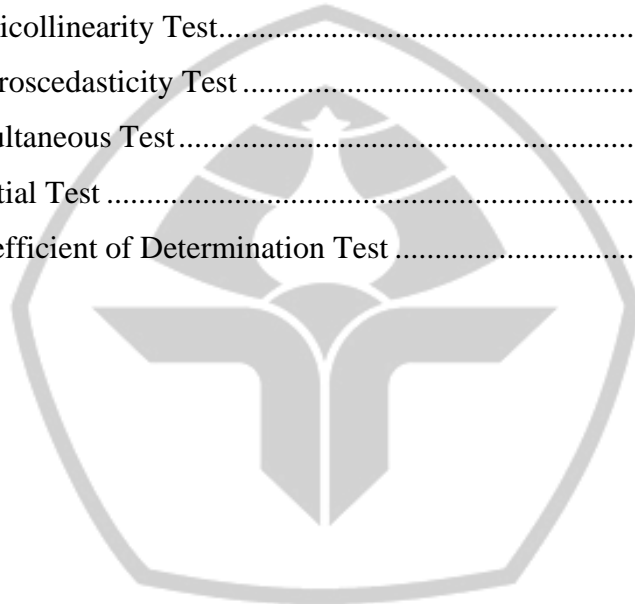
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CHAPTER I

INTRODUCTION

1.1 Research Background

Green Human Resource Management applies environmentally friendly concepts by implementing employee policies that attract greater employee involvement, generate cost savings, and encourage organizational sustainability to ecologic, economic, and sociologic. Current training and development focus on increasing employee knowledge, awareness, skills, attitudes, behavior, and practices regarding environmental management concepts (Ercantan, 2022)

Human resource management adheres to the concept of sustainability, nowadays we are often familiar as Green Human Resource Management (Green HRM). GHRM is a derivative term that developed from the philosophy, policies and environmentally friendly management practices carried out by companies to create good environmental management (Wijonarko, 2022). Green HRM are all activities in the form of development, implementation, maintenance of existing systems so that employees have environmentally friendly behavior (Sugiarto, 2017). At a further stage of implementation Green HRM Not only limited to the all activities above, nowadays we can find its application in the operational functions of human resource management, such as job analysis, human resource planning, recruitment, orientation, performance evaluation, compensation and benefits, career management, and discipline management (Utama et al., 2022).

The implementation of Green Human Resource Management at the St. Regis Bali Resort especially at food and beverage department, in the writer's opinion is

running well. But don't know how much influence it has on the quality of employee. Then, at this time the writer took the initiative to conduct a research, which is the object of research this time is the Food and Beverage Service Department. This is because the Food and Beverage Service Department is one of the important departments in a hotel, the implementation of which requires a lot of effort to maintain the quality of its work. Apart from that, the writer also had the opportunity to carry out practical field work directly in the department. which ultimately attracted the writer's intention to conduct research on the Food and Beverage Service Department.

Based on the explanation above, the writer wants to conduct research related to implementation of Green Human Resource Management in the Food and Beverage Service Department. Then, the writer raised the title “The Implementation of Green Human Resource Management in Maintaining the Quality of Employees in Food & Beverage Service Department at St. Regis Bali Resort”.

1.2 Research Questions

Based on the background explanation that has described by the writer above, then the research question or problems can be described by the writer in some questions which is as follows:

1. How are the implementations of Green Human Resource Management or Green HRM in the Food and Beverage Service Department at the St. Regis Bali Resort?
2. Does Green HRM has a significant effect on the employee's quality in the Food and Beverage Service Department at the St. Regis Bali Resort?

1.3 Research Objectives

Based on the background and problem formulation above, this research has some aims which is can describe by the writer as follow:

1. To figure out the implementations of Green Human Resource Management or Green HRM in the Food and Beverage Service Department at the St. Regis Bali Resort.
2. To analyze the influence of Green Human Resources Management, towards the quality of employee in food and beverage service department in St. Regis Bali Resort.

1.4 Research Significance

The benefits of research consist of theoretical benefits and practical benefits, which is can be described by the writer as the following description below:

1. Theoretical Benefits

The theoretical benefit that the writer hopes from this research is that the writer's work can contribute to the literature, related to Green Human Resource Management or green HRM, especially those related to the Food and Beverage Service Department in hospitality industry. Then at the end of this research, which is in form of the results of this research can be used as a reference material, comparison and consideration in future research.

2. Practical Benefits

a. For Politeknik Negeri Bali

The writer hoped that the results of this research can become reference material or compares on the newest research for further research regarding Green Human

Resource Management especially related to the Food and Beverage Service Department in order to increase insight and add to the literature at Politeknik Negeri Bali.

b. For Companies

The writer hopes this research may be really useful and helpful as a source of information that is useful for companies in making decisions regarding implementation of Green Human Resource Management in the Food and Beverage Service Department at St. Regis Bali Resort.

c. For Writer

The benefit that the writer gets from this research is increasing knowledge, experience, insight regarding Green Human Resource Management especially related to the Food and Beverage Service Department and applying the knowledge and theories gained during lectures that the writer gets from the study at university.

1.5 Scope and Limitations Research

The research scope describes the context and framework of the research, outlines the extent, variables, or dimensions to be investigated, and provides details of the parameters within which the research is conducted. Limitations in research, on the other hand, refer to limitations imposed on research. It identifies aspects of the topic that will not be covered in the research, conveys why these choices were made, and how this will affect the results of the research.

By narrowing the scope and defining boundaries, researchers can ensure focused research and avoid mistakes, so that the research remains feasible and

achievable. The scope of research is very important because it can affect the credibility of the research. However, scope is a way to limit the knowledge to be studied, that research will be more focused and not deviate from the main topic that should be discussed in the research.

Based on the explanation above, the writer has settle the limitations of the research will focus on the implementation of Green Human Resource Management (GHRM), particularly in Food and Beverage Service Department and the impact of the implementation at The St. Regis Bali Resort to maintain the quality of employee at The St. Regis Bali Resort. In general implementation, Green Human Resource Management includes Green Human Resources Planning or Green HR Planning, Green Job Design and Analysis, Green Recruitment/employee recruitment, Green Training & Development (GTD), Green Selection/selection in employee recruitment, Green Induction, Green Performance Evaluation (GPE), Green Reward Management (GRM), Green Health dan Safety Management (GHSM), Green Employee Discipline (GED) and Green Employee Relation (GER).

In this research the writer will limit this research into the implementation of Green Human Resource Management in the Department Food and Beverage Service to maintain the quality of employee (QOE) at The St. Regis Bali Resort, which is particularly on Green Reward Management (GRM), Green Training & Development (GTD), and Green Performance Evaluation (GPE).

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

Based on the explanation of both theory and the results of research that has been carried out, it can be concluded that research results entitled The Implementation of Green Human Resource Management in Maintaining the Quality of Employees in Food & Beverage Service Department at St. Regis Bali Resort which includes: (1) The implementation of green human resource management in maintaining employee quality in the food and beverage service department at St. Regis Bali Resort, has been well implemented. This is proven by the percentage of employees who chose the "excellent" scale more than 50 % or the other scales for each question item asked on the questionnaire (Appendix 6). (2) Based on the results of the simultaneous and partial tests (Appendix 6), it can be concluded that all independent variables have a significant influence simultaneously on the dependent variable, and it also happens that each independent variable has a partial influence on the dependent variable.

5.2 Suggestion

As for suggestions that the writer can suggest in this research to the company, St. Regis Bali Resort to maintains employee quality in the food and beverage service department as follows: always monitor the implementation of green human resource management, that it remains maintained and implemented well, so that it can help the company in running the business.

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