

UNDERGRADUATE THESIS

**IMPLEMENTATION OF GREEN OFFICE IN INCREASING
THE ENVIRONMENTAL AWARENESS
AT BALI MANDIRA BEACH RESORT & SPA**



POLITEKNIK NEGERI BALI

Ni Wayan Leony Agustine

**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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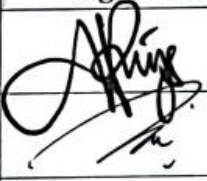


This undergraduate thesis entitled:

IMPLEMENTATION OF GREEN OFFICE IN INCREASING THE ENVIRONMENTAL AWARENESS

AT BALI MANDIRA BEACH RESORT & SPA

by Ni Wayan Leony Agustine (NIM 2015834026) has been successfully defended in front of the Board of Examiners and accepted as partial fulfillment of the requirements for the Applied Bachelor's Degree of Tourism Business Management in Undergraduate Thesis Examination

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Ni Wayan Leony Agustine

ABSTRACT

Agustine, Ni Wayan Leony. (2024). *Implementation of Green Office in Increasing the Environmental Awareness at Bali Mandira Beach Resort & Spa*. Undergraduate Thesis: Tourism Business Management, Tourism Department, Politeknik Negeri Bali.

This undergraduate thesis has been supervised and approved by Supervisor I: I Nyoman Rajin Aryana, S.Pd., M.Hum. and Supervisor II: Dr. Ni Nyoman Sri Astuti, S.ST.Par., M.Par.

Keywords: Green office, eco office, environmental damage, environmental awareness

Green office is an office that is able to move in achieving its goals without polluting the environment designed to collaborate with the surrounding nature. By using descriptive qualitative research method, this research aims to find out how the implementation of green office at Bali Mandira Beach Resort & Spa and how the implementation of green office in increasing the environmental awareness. To collect the data, this research use questionnaire with 62 respondents, interview with two informants, observation, and documentation. The five indicators of green office concept, namely electricity savings, water savings and conservation, office waste management, greening, and other efforts which resulted in an overall score of 84.59% or highly implemented. With the highest score is the aspect of other efforts which is 89% or highly implemented and the lowest score is the aspect of greening which is 78% or implemented. With the implementation of green office, Bali Mandira Beach Resort & Spa can increase the environmental awareness of the employees as seen from the percentage of overall score is 85.21% or 0.62% greater than the percentage of green office. From this percentage it can be concluded that the implementation of the green office is able to increase the motivation or desire from within employees to continue to maintain and improve the environment.

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ABSTRAK

Agustine, Ni Wayan Leony. (2024). *Implementation of Green Office in Increasing the Environmental Awareness at Bali Mandira Beach Resort & Spa*. Skripsi: Manajemen Bisnis Pariwisata, Jurusan Pariwisata, Politeknik Negeri Bali.

Skripsi ini telah disetujui dan diperiksa oleh Pembimbing I: I Nyoman Rajin Aryana, S.Pd., M.Hum. dan Pembimbing II: Dr. Ni Nyoman Sri Astuti, S.ST.Par., M.Par.

Kata kunci: *Green office*, *eco office*, lingkungan, kepedulian lingkungan

Green office adalah kantor yang mampu bergerak dalam mencapai tujuannya tanpa mencemari lingkungan yang dirancang untuk berkolaborasi dengan alam sekitarnya. Dengan menggunakan metode penelitian deskriptif kualitatif, penelitian ini bertujuan untuk mengetahui bagaimana penerapan *green office* di Bali Mandira Beach Resort & Spa serta bagaimana penerapan *green office* dapat meningkatkan kepedulian lingkungan. Untuk mengumpulkan data, penelitian ini menggunakan kuesioner dengan 62 responden, wawancara dengan dua informan, observasi, dan dokumentasi. Adapun lima indikator penerapan konsep *green office* yang digunakan yaitu, penghematan listrik, penghematan dan konservasi air, pengelolaan sampah kantor, penghijauan, dan upaya lainnya yang menghasilkan skor keseluruhan 84.59% atau tinggi diimplementasikan. Dengan skor tertinggi adalah aspek upaya lainnya yaitu sebesar 89% atau tinggi diimplementasikan dan skor terendah adalah aspek penghijauan yaitu sebesar 78% atau telah diimplementasikan. Dengan penerapan *green office*, Bali Mandira Beach Resort & Spa dapat meningkatkan kepedulian karyawan terhadap lingkungan yang dilihat dari persentase kepedulian lingkungan secara keseluruhan adalah 85.21% atau lebih besar 0.62% dari persentase *green office*. Dari persentase tersebut dapat disimpulkan bahwa penerapan *green office* mampu meningkatkan motivasi atau keinginan dari dalam diri karyawan untuk terus menjaga dan memperbaiki lingkungan.

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The writer realizes that this thesis is still not perfect. Therefore, the writer expects criticism and suggestions to make this thesis better so that it can be useful for many people.

Writer



Ni Wayan Leony Augustine

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TABLE OF CONTENT

UNDERGRADUATE THESIS.....	i
UNDERGRADUATE THESIS.....	ii
UNDERGRADUATE THESIS.....	iii
UNDERGRADUATE THESIS APPROVAL SHEET.....	iv
UNDERGRADUATE THESIS VALIDITY SHEET	v
LETTER OF FREE PLAGIARISM STATEMENT	vi
ABSTRACT.....	vii
ABSTRAK.....	viii
ACKNOWLEDGEMENT	ix
TABLE OF CONTENT.....	xi
LIST OF TABLES	xiii
LIST OF FIGURES.....	xiv
LIST OF APPENDICES	xv
CHAPTER I <u>I</u> NTRODUCTION.....	1
1.1 Background of Study	1
1.2 Research Statements.....	3
1.3 Research Objectives.....	3
1.4 Research Significance.....	4
1.5 Limitations and Scope of Problems	5
CHAPTER II <u>L</u> ITERATURE REVIEW	7
2.1 Theoretical Basis	7
2.1.1 Hotel.....	7
2.1.2 Green Office.....	13
2.1.3 Environmental Awareness.....	15
2.1 Previous Research.....	16
CHAPTER III <u>R</u> ESearch METHOD.....	24
3.1 Research Location and Period	24
3.2 Research Object.....	25

3.3	Variable Identification	25
3.4	Definition of Operational Variable	25
3.5	Type and Data Source.....	27
3.6	Population and Sample.....	28
3.7	Data Quality Test.....	31
3.8	Informant Determination.....	32
3.9	Data Collection.....	33
3.10	Data Analysis.....	35
CHAPTER IV RESULT AND DISCUSSION.....		36
4.1	General Description of Bali Mandira Beach Resort & Spa	36
4.1.1	Brief History of Bali Mandira Beach Resort & Spa.....	37
4.1.2	Business Field	37
4.1.3	Organizational Structure	48
4.2	Result and Discussion.....	53
4.2.1	Respondent Characteristic.....	54
4.2.2	Data Quality Test.....	55
4.2.3	Data Analysis.....	60
CHAPTER V CONCLUSION AND SUGGESTION.....		74
5.1	Conclusion.....	74
5.2	Suggestion.....	75
REFERENCES.....		76
APPENDICES		80

LIST OF TABLES

Table 3. 1 Green Office and Environmental Awareness Variable Indicators.....	25
Table 3. 2 Total Employee at Bali Mandira Beach Resort & Spa	29
Table 3. 3 Number of Sample.....	30
Table 3. 4 Likert Scale Model.....	34
Table 3. 5 Media Eligibility Criteria	36
Table 4. 1 Room Category	37
Table 4. 2 Respondent Characteristic by Gender.....	54
Table 4. 3 Respondent Characteristic by Department	54
Table 4. 4 Validity Test Result of Green Office Variable	56
Table 4. 5 Validity Test Result of Environmental Awareness Variable	58
Table 4. 6 Reliability Test Result	60
Table 4. 7 The Implementation of Electricity Saving Aspect	60
Table 4. 8 The Implementation of Water Saving and Conservation Aspect	62
Table 4. 9 The Implementation of Office Waste Management Aspect.....	63
Table 4. 10 The Implementation of Greening Aspect	64
Table 4. 11 The Implementation of Other Efforts Aspect	66
Table 4. 12 Percentage Result for Green Office and Environmental Awareness ..	67



JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

LIST OF FIGURES

Figure 1. 1 Room Occupancy and Electricity Usage Diagram.....	2
Figure 1. 2 Mineral Water Set Up in Guest Room and Luggage Tag Souvenir	3
Figure 4. 1 Logo of Bali Mandira Beach Resort & Spa.....	36
Figure 4. 2 Superior Room.....	38
Figure 4. 3 Superior Family Room	39
Figure 4. 4 Deluxe Cottage	39
Figure 4. 5 Deluxe Club Cottage	40
Figure 4. 6 Private Courtyard Club.....	41
Figure 4. 7 Junior Club Suite.....	41
Figure 4. 8 Mandira Club Suite	42
Figure 4. 9 Pool Club Villa	43
Figure 4. 10 Organizational Structure of Bali Mandira Beach Resort & Spa.....	48
Figure 4. 11 Printer, Photocopy, and Scanning Machine.....	62
Figure 4. 12 Turn Off the Water When Finished	63
Figure 4. 13 Trash Bins (Organic and Inorganic)	64
Figure 4. 14 Representative for River Cleaning in Legian Village	65
Figure 4. 15 Refillable Gallons.....	66
Figure 4. 16 Relationship of Green Office with Environmental Awareness.....	68
Figure 4. 17 Organic Waste Treatment by Gardener.....	71
Figure 4. 18 Reminder Stickers to Save Energy	73



JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

LIST OF APPENDICES

Appendix 1 Research Questionnaire.....	80
Appendix 2 Respondent Identity	85
Appendix 3 Output SPSS of Respondent Characteristic	87
Appendix 4 Tabulation Data of Green Office (Variable X).....	88
Appendix 5 Tabulation Data of Environmental Awareness (Variable Y).....	90
Appendix 6 Output SPSS of Validity Test.....	92
Appendix 7 Output SPSS of Reliability Test.....	93
Appendix 8 r-table value.....	94
Appendix 9 Interview Guideline	95
Appendix 10 Interview Documentation	101



JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

CHAPTER I

INTRODUCTION

1.1 Background of Study

Currently, more and more hotel constructions are carried out. Hotel development must go hand in hand with environmental preservation, this aims to create sustainable tourism so that it will not exacerbate environmental damage. Environmental damage that commonly occurs due to the existence of hotels is poor waste management, global warming due to the use of electricity and transportation, to natural damage due to the amount of development, therefore one of the efforts that can be made by the hotel is improving the environmental awareness of its employees.

Green office can change office personal behavior to be more aware of the office environment in every office activity so as to increase productivity and minimize office expenses (Fitriani & Astuti, 2016). Green office is an office that is able to move in achieving its goals without polluting the environment which is designed to collaborate with the surrounding nature (Ningrum, 2023). Green office consists of aspects of electricity saving, aspects of water saving and conservation, aspects of greening, aspects of office waste management, and aspects of other efforts (Rukmita et al., 2018).

One of the hotels that applies the green office concept is Bali Mandira Beach Resort & Spa. This resort is a family friendly resort located in Legian, Badung. The implementation of the green concept can be proven from the Tri Hita Karana award obtained by Bali Mandira Beach Resort & Spa. With this award, Bali Mandira

Beach Resort & Spa is able to prove that they build a harmonious relationship with the natural environment around them.

However, based on electricity usage data at Bali Mandira Beach Resort & Spa in 2023, it can be seen that electricity usage is still increasing even though hotel occupancy has decreased. Which should, if hotel occupancy decreases then electricity usage also decreases, because fewer guests stay, so the operational activities will also be reduced. The data of room occupancy and electricity usage at Bali Mandira Beach Resort & Spa in 2023 as follows:

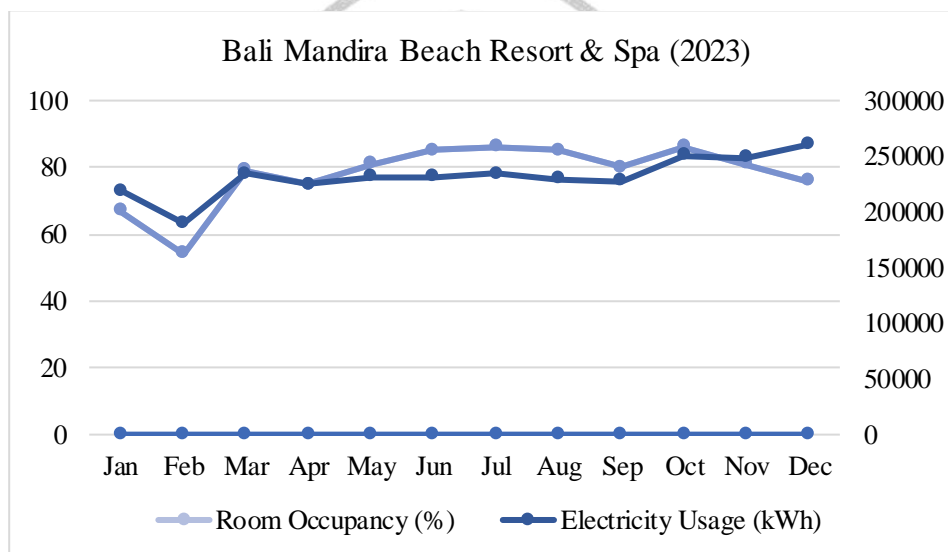


Figure 1. 1 Room Occupancy and Electricity Usage Diagram
Source: Bali Mandira Beach Resort & Spa, 2023

Other than that, Bali Mandira Beach Resort & Spa still use mineral water using plastic bottle in guest room and souvenir from Sales & Marketing as form of promotion also still use plastic packaging. This causes to more plastic waste.



Figure 1. 2 Mineral Water Set Up in Guest Room and Luggage Tag Souvenir
Source: Bali Mandira Beach Resort & Spa, 2023

From those problems, it can be concluded that the implementation of green office at Bali Mandira Beach Resort & Spa has not been fully implemented yet. Therefore, the writer is interested in researching the implementation of green office as an effort for increasing the environmental awareness of the employee. The research is titled "Implementation of Green Office in Increasing the Environmental Awareness at Bali Mandira Beach Resort & Spa".

1.2 Research Statements

Based on the background of study above, the main problem in this research as follows:

1. How is the implementation of green office at Bali Mandira Beach Resort & Spa?
2. How is the implementation of green office in increasing the environmental awareness at Bali Mandira Beach Resort & Spa?

1.3 Research Objectives

Based on the research problems, the purpose of this research is:

1. To figure out the implementation of green office at Bali Mandira Beach Resort & Spa.
2. To analyze the implementation of green office in increasing the environmental awareness at Bali Mandira Beach Resort & Spa.

1.4 Research Significance

1. Theoretical Benefit

Theoretically, this research is expected to be able to add insight and knowledge regarding the implementation of green office as an effort to increase the environmental awareness and it is hoped that this research can also be used as a way of creating knowledge that will be studied in the field of education.

2. Practical Benefit

Practically, this research is expected to provide benefits to:

- a. Bali Mandira Beach Resort & Spa

It is hoped that the results of this research can increase the environmental awareness through the implementation of green office in order to increasing the company's reputation and reduce environmental damage.

- b. Politeknik Negeri Bali

It is hoped that the results of this research can be used as a learning tool related to implementation of green office and can also be used as a reference and material for consideration for students who wish to conduct related research.

- c. Researcher

It is hoped that the results of this study can provide insight and direct experience regarding the implementation of green office as an effort in increasing the environmental awareness.

1.5 Limitations and Scope of Problems

Based on the research topic about the implementation of green office, the material is quite extensive, therefore it is important to narrow the problem to focus the research so that it has a specific scope, including:

1. The variable in this research is green office and the environmental awareness
2. The dimension of variable in this research include:
 - a. Green Office: aspect of electricity saving, aspect of water saving and conservation, aspect of office waste management, aspect of greening, and aspect of other efforts
 - b. Environmental Awareness: environmental care, plastic use reduction, waste management according to the type, carbon emission reduction, and energy saving
3. This research took samples from Bali Mandira Beach Resort & Spa

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

Based on the results of the discussion and analysis in Chapter IV related to the implementation of green office in increasing environmental awareness at Bali Mandira Beach Resort & Spa, the conclusions can be drawn as follows:

1. Based on the results of questionnaires and interviews, the implementation of green office by employees at Bali Mandira Beach Resort & Spa has been well implemented with an overall percentage value of 84.59%. With the highest score is the aspect of other efforts which is 89% or highly implemented and the lowest score is the aspect of greening which is 78% or implemented.
2. Based on the results of questionnaires and interviews, it is concluded that the implementation of green office can increase the environmental awareness of employees at Bali Mandira Beach Resort & Spa. This is evidenced by the results of the percentage of environmental awareness that is reached 85.21% for the overall score or 0.62% higher than the percentage of green office, where the environmental awareness of employees increases as a result of the implementation of green office. By implementing a green office can foster motivation or desire from within employees to continue to maintain and improve the environment.

5.2 Suggestion

Based on the results of research with the title "Implementation of Green Office in Increasing the Environmental Awareness at Bali Mandira Beach Resort & Spa", the implementation of green office has been very well done by employees and it is proven that the green office is also able to increase the environmental awareness of employees. To further improve the green concept at Bali Mandira Beach Resort & Spa, there are suggestions for the hotel that should be taken into consideration to apply green concepts in operational activities, not only for the daily lives of employees, such as replacing the use of mineral water in the form of plastic bottles in rooms with glass bottles or more environmentally friendly and replacing plastic packaging for souvenir sales with environmentally friendly packaging, for the example paper waste can also be recycled to be used as packaging for sales souvenirs. So that, this can reduce the use of plastics that can pollute and damage the environment.

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