

**UNDERGRADUATE THESIS**

**GREEN PRACTICES IMPLEMENTATION IN PROVISIONS  
RESTAURANT AT HILTON PHILADELPHIA CITY AVENUE:  
DRIVERS AND BARRIERS TO CHANGE**



**POLITEKNIK NEGERI BALI**

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**TOURISM DEPARTMENT  
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BADUNG**

**2024**

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**This undergraduate thesis is submitted as one of the requirements to earn  
Applied Bachelor's Degree in Tourism Management Study Program in  
Politeknik Negeri Bali**



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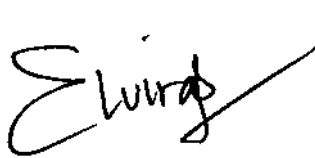
## UNDERGRADUATE THESIS APPROVAL SHEET

### GREEN PRACTICES IMPLEMENTATION IN PROVISIONS RESTAURANT AT HILTON PHILADELPHIA CITY AVENUE: DRIVERS AND BARRIERS TO CHANGE

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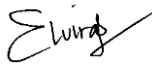
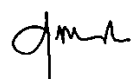

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## UNDERGRADUATE THESIS VALIDITY TEST

This undergraduate thesis entitled:

**GREEN PRACTICES IMPLEMENTATION IN PROVISIONS RESTAURANT AT HILTON PHILADELPHIA CITY AVENUE: DRIVERS AND BARRIERS TO CHANGE** By Ni Putu Tiara Listiadewi (NIM 2015834059) has been successfully defended in requirements for the Applied Bachelor's Degree of Tourism Business Management in **Undergraduate Thesis Examination**

On Thursday, August 8<sup>th</sup>, 2024

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DRIVERS AND BARRIERS TO CHANGE**

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 the source authors correctly according to the academic norms, rules and ethics.

If it is discovered in the future that a 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.

Philadelphia, August 21<sup>st</sup>, 2024



Ni Putu Tiara Listiadewi

## ACKNOWLEDGEMENT

First The writer would like to express his gratitude to God Almighty, because of His blessings and mercy, I was able to complete my thesis titled "**Green Practices Implementation in Provisions Restaurant at Hilton Philadelphia City Avenue: Drivers and Barriers to Change**" in a timely manner. The purpose of writing this thesis is one of the prerequisites for completing the Bachelor's Degree in Tourism Business Management Study Program, Tourism Department, Bali State Polytechnic. In preparing this Undergraduated Thesis, This occasion the writer would like to thank these parties, including the following:

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This thesis is still far from perfection due to the wraiter limited knowledge and experience, so the writer hopes that this thesis can be useful for students. While drafting, I realized that this thesis is far from perfect and I need some constructive criticism and suggestions to make this thesis better in the future. Finally, the wraiter would like to thank and apologize for any errors in writing.

**Writers**

**Ni Putu Tiara Listiadewi**



## ABSTRACT

Listiadewi, Ni Putu Tiara. (2024). Green Practices Implementation In Provisions Restaurant At Hilton Philadelphia City Avenue: Drivers And Barriers To Change. Undergraduate Thesis: Tourism Business Management, Tourism Department, Politeknik Negeri Bali.

This undergraduate thesis has been supervised and approved by Supervisor I: Elvira Septevany, S.S., M.Li, and Supervisor II: Putu Gita Suari Miranti, S.Si., M.Si.

Keywords: Implementation, Green Practices, Drivers, Barriers

This research focuses on Green Practices Implementation In Provisions Restaurant at Hilton Philadelphia City Avenue: Drivers And Barriers To Change. The purpose of this research is to find out the answer on how impact green practices in Provisions Restaurant at Hilton Philadelphia City Avenue: drivers and barriers to change. The method for collecting data was using interview, observation, triangulations and documentation. Informants in this research were 3, which was interviewed with semi-structured interview. Data analysis techniques used qualitative models by Milles and Huberman. The first research problem was answered using interview, observation and the second question is answered using interview. The results of this research showed that Provisions Restaurant Hilton Philadelphia City Avenue has implemented green practices and has tried the best to implement green practices to improve of impact the green practices for restaurant. From the results of impact of implementation green practices, drivers and barrier to change, it can be seen that several things such as environmentally friendly packaging, water use, leadership and management system, supplier and green product, behaviour and communication.

## **ABSTRAK**

Listiadewi, Ni Putu Tiara. (2024). Implementasi Praktik Hijau di Provisions Restoran di Hilton Philadelphia City Avenue: Pendorong Dan Hambatan Untuk Berubah. Skripsi: Manajemen Bisnis Pariwisata, Jurusan Pariwisata, Politeknik Negeri Bali.

Skripsi ini telah diawasi dan disetujui oleh Dosen Pembimbing I: Elvira Septevany, S.S., M.Li, dan Pembimbing II: Putu Gita Suari Miranti, S.Si., M.Si.

Kata Kunci : Implementasi, Praktik Hijau, Pendorong, Hambatan

Penelitian ini berfokus pada Implementasi Praktik Hijau di Provisions Restoran Di Hilton Philadelphia City Avenue: Pendorong Dan Hambatan untuk Berubah. Tujuan dari penelitian ini adalah untuk mengetahui jawaban tentang bagaimana dampak praktik hijau di Provisions Restaurant di Hilton Philadelphia City Avenue: pendorong dan hambatan untuk berubah. Metode pengumpulan data adalah menggunakan wawancara, observasi, triangulasi dan dokumentasi. Informan dalam penelitian ini adalah 3 orang, yang diwawancarai dengan wawancara semi terstruktur. Teknik analisis data menggunakan model kualitatif oleh Milles dan Huberman. Soal penelitian pertama dijawab dengan menggunakan wawancara, observasi dan pertanyaan kedua dijawab dengan menggunakan wawancara. Hasil penelitian ini menunjukkan bahwa Provisions Restaurant Hilton Philadelphia City Avenue telah menerapkan praktik hijau dan telah berusaha sebaik mungkin untuk menerapkan praktik hijau untuk meningkatkan dampak praktik hijau untuk restoran. Dari hasil dampak penerapan praktik hijau, pendorong dan hambatan perubahan, dapat dilihat bahwa beberapa hal seperti kemasan ramah lingkungan, penggunaan air, sistem kepemimpinan dan manajemen, pemasok dan produk hijau, perilaku dan komunikasi.

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## **APPENDICES**

**Appendix 1.** Interview Guideline

**Appendix 2.** Interview Guideline

**Appendix 3.** Interview Guideline

**Appendix 4.** Documentation



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# CHAPTER I

## INTRODUCTION

### 1.1 Research Background

Based on statistical data in 2019 by the World Travel and Tourism Council (WTTC), that in 2018 show growth a development in tourism in the world was 3.9% and 2.2% of that came from the United States as one of the largest increases in the travel and tourism economy industry. The increase in visitor capacity affects water use and energy use (Usman et al., 2021). The use of energy and water at Hilton Philadelphia is audited by an independent organization and has been certified by the International Organization for Standardization or ISO, including ISO 14001 regarding environmental management systems, ISO 50001 regarding energy management systems, and ISO 9001 about quality management system. The use of energy and water at Hilton Philadelphia has participated in protecting the environment.

Hilton Philadelphia City Avenue located in Bala Cynwyd Business District and three miles from the famous destination. The famous destination such as Touch Museum and shopping district area in Manayunk, Philadelphia Museum of Art, Pennsylvania Convention Center, and Independence National Historical Park are within a 15-minute drive. Hilton Philadelphia have 2 restaurant, Provisions Restaurant for breakfast, lunch and dinner time and Polo Lounge for breakfast and meeting. Provisions Restaurant one of Hilton Philadelphia City Avenue restaurant. Provisions Restaurant open start 06.30 am to 11 pm. Provisions Restaurant have several menu start from appetizers, salads, sandwich, flatbreads, entrees and dessert.

The restaurant also have 2 bar and open until 11 pm on Sunday to Thursday and until 12 am on Friday to Saturday.

Green practices are one of the efforts to support, preserve and protect the environmental. This is aimed at the existence of several applications related to this and that have been used in the industrial world as guidelines including green action or actions to be taken in handling environmental protection for water uses, then green food where it is related to ingredients or supporting things in the process of making food used in industry, and green donation which is related to how to protect the environment with the surrounding environment as well as issues caused by the hotel and surrounding areas (Leonardo et al., 2014) (Guarango, 2022). In managing a hotel, factor drivers are needed to support the sustainability of the hotel, in addition to these factors, there are also factor barriers in running a business in a hotel. According to green donation, external factor also one of the supporters in nature conservation, carrying out activities in the surrounding environment has a very good impact on the image of the hotel. Hilton Philadelphia City Avenue has carried out many green donation activities on internal factors but still needs external reach in supporting green donations to be carried out.

Drivers change refers to factor or push over and motivation to implement new practices. Drivers may have factor from Internal: Top management, cost efficiency considerations environmental legislations and regulations, and green supply chains (Akins et al., 2019) (Avrithis, 2013). One of the drivers at Hilton Philadelphia is in management and green supply chains.

Barriers are obstacles that have impact on the process of adopting new practices for employee connectedness and behavior, the stakeholder demands for community and consumer. General barriers mostly about external factor (Akins et al., 2019) (Kasim & Ismail, 2012). One of the things that is a barrier in Hilton Philadelphia employee connectedness and behavior.

Several Restaurant section demonstrate green practices in Food and Beverage Department contribution to ecofriendly hotel. Green Practices at restaurant are important, according to impact for now and in the future. To minimize or reduce the environmental damage, should be start with improve the green action, green food and green donations. This waste water relevant green action by employee connectedness to behavior, the management system to handle the waste on green food and manage green supply chains because that can help reduce large negative impact for environment and cost. The implementation of green practice can be support restaurant to cost efficiency considerations and long term (Guarango, 2022). Leadership and management system has a great influence on the implementation of green practices, with the right management, it can affect the performance of the implementation of green practices. On the other one, suppliers and green products are also one of the biggest supporters of hotel operational sustainability, the right selection also affects customer satisfaction. With this, it can be seen how the implementation of green practices in restaurants operate.

From the explanation above, the researcher wants to examine the order to support the hotel and make it a green hotel that will be applied by paying attention to and considering of the implementation of green practices in supporting and impact to

drivers and barriers to change. So the writer raised the title "Green Practices Implementation in Provisions Restaurant at Hilton Philadelphia City Avenue: Drivers and Barriers to Change".

## **1.2 Research Question**

Based on the background that has been described by the researcher, the following research problems can be formulated:

1. How is the implementation of green practices to drivers and barriers to change in Provisions Restaurant at Hilton Philadelphia City Avenue?
2. How is the green practices impact to drivers and barriers to change in Provisions Restaurant at Hilton Philadelphia City Avenue?

## **1.3 Research Objective**

1. To find out implementation of green practices to drivers and barriers to change in Provisions Restaurant at Hilton Philadelphia City Avenue
2. To analyze the green practices impact to drivers and barriers to change in Provisions restaurant at Hilton Philadelphia City Avenue

## **1.4 Research Significance**

The benefits of research consist of theoretical benefits and practical benefits with the following description:

### **1.4.1 Theoretical Benefits**

The theoretical benefits of this research are expected that this research can contribute to the literature, especially those related to green practice and the drivers

and barriers to change, so that the results of this research can be used as a reference in future research.

#### **1.4.2 Practical Benefits**

##### **1. For Politeknik Negeri Bali or Bali State Polytechnic**

The results of this research are expected to be a reference material for further research on environment friendly practices especially green practice: drivers and barriers to change by manager and employees and add to the library at the Bali State Polytechnic.

##### **2. For Industry**

The results of this study can be used as input and a source of useful information for companies for decision making regarding Green Practices Implementation in Provisions Restaurant at Hilton Philadelphia City Avenue: Drivers and Barriers to Change.

##### **3. For Researcher**

The benefits obtained from the author with this research are increasing knowledge and insight into Green Practices Implementation: Drivers and Barriers to Change that carried out by manager and employees and applying the knowledge and theory gained during lectures and working.

## 1.5 Limitations and Scope of Research

The scope and limits of the research are as follows:

1. The focus of research is only on the analysis and implementation of green practices as needed to support the drivers and barriers change.
2. The focus of research is on analysis impact implementation of green practices to drivers and barriers to change.
3. The researcher did not address comparisons to industry or hotel competitors

Based on the research topic about the implementation of green practices, the material is very broad, therefore it is necessary to limit the problem to focus research so that it has a specific scope. This research takes a qualitative analysis method through a descriptive approach where data is obtained from Restaurant Manager at Provisions Restaurant, Director of Talent & Culture and Executive Chef Kitchen at Hilton Philadelphia City Avenue.



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## CHAPTER V

### CONCLUSION AND SUGGESTION

#### 5.1. CONCLUSION

According to the previous chapter result and discussion with 3 informant Manager Restaurant, Director of Talent & Culture, and Executive Chef Kitchen Hilton Philadelphia City Avenue, there are some conclusions obtained on this research, the implementation of green practices in Provisions Restaurant at Hilton Philadelphia City Avenue already well-maintained. Based on green practices and green actions such as the use of packaging, water use, and energy use have been in accordance with green hotel standards, then in the implementation of green food, with the main supplier Sysco has been in accordance with green standards such as organic products, then green donations have been carried out by educating employees about green practices in the restaurant and hotel environment.

Between the implementation of green practices on drives and barriers to change is beneficial for the long term in Provisions restaurant regulations. However, based on the results of the interview, the implementation of green practices, especially green donations, is still not fully implemented regarding external factors involving the environment around the hotel.



## 5.2. SUGGESTION

1. In this case, there are still shortcomings in the delivery of green donations in the environment around the hotel, the need to organize green donation activities in the environment around the hotel such as planting trees around the hotel or area near hotel, do collaborating with several websites such as selling a quarter of the price for excess food so that it does not cause food waste.
2. This thesis was successfully carried out well, the author hopes for results. This thesis can be used as a reference or comparison in thesis. The next person will carry out research in materials, learning and the same level of education as well as in material, learning and different levels of education.



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