

UNDERGRADUATE THESIS

**THE IMPLEMENTATION OF GREEN ACTION
IN SUPPORTING EMPLOYEE PERFORMANCE AT BANQUET
IN HILTON PHILADELPHIA CITY AVENUE**



POLITEKNIK NEGERI BALI

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**TOURISM DEPARTMENT
POLITEKNIK NEGERI BALI
BADUNG
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**This undergraduate thesis is submitted as one of the requirements to create a
thesis Tourism Business Management Study Program
in Politeknik Negeri Bali**



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THE IMPLEMENTATION OF GREEN ACTION IN SUPPORTING EMPLOYEE PERFORMANCE AT BANQUET IN HILTON PHILADELPHIA CITY AVENUE

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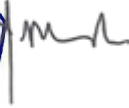
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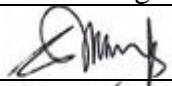


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By **Nisa Aulia Dewi (2015834054)** has been successfully defended in front of the Board of Examiners and accepted as partial fulfillment of the requirements for the Applied Bachelor's Degree of Tourism Business Management in **Undergraduate Thesis Examination** on Tuesday August, 06 2024

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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 the others had been given an award by citing the name of the source authors correctly according to the academic norms, rules, and ethics.

If 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, 2024


Nisa Aulia Dewi

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Writer

Nisa Aulia Dewi

ABSTRACT

Dewi, Nisa Aulia (2024), The Implementation of Green Action in Supporting Employee Performance at Banquet in Hilton Philadelphia City Avenue. Thesis: Tourism Business Management, Tourism Department, Politeknik Negeri Bali.

This thesis has been approved and examined by Advisor I: Dra. Ni Nyoman Triyuni, MM and Advisor II: Ni Putu Lianda Ayu Puspita, S.E., M.Tr.Par.

Keywords: Implementation of Green Action, Employee Performance

This research discusses the implementation of green actions in supporting employee performance in the banquet department at Hilton Philadelphia City Avenue. The purpose of this study is to identify green actions at Hilton Philadelphia City Avenue and to analyze green actions in supporting employee performance in the banquet department. The data collection method was carried out by distributing questionnaires, interviews, observation and documentation. The sampling technique here uses purposive sampling with 10 respondents and 1 informant. Data analysis techniques using descriptive analysis. The results of this study indicate that the implementation of green action in the banquet department has been carried out well. This is indicated by an average value of 65.7 percent which is in the range of 60 percent until 80 percent, which is included in the "Well Implemented" category. With that it can be concluded that there is a significant relationship between the implementation of green action and employee performance. This relationship is described as a moderate relationship by indicating that green action has a significant impact on employee performance.

ABSTRAK

Dewi, Nisa Aulia (2024), *The Implementation of Green Action in Supporting Employee Performance at Banquet in Hilton Philadelphia City Avenue*. Skripsi: Manajemen Bisnis Pariwisata, Jurusan Pariwisata, Politeknik Negeri Bali.

Skripsi ini telah disetujui oleh Pembimbing I: Dra. Ni Nyoman Triyuni, MM dan Pembimbing II: Ni Putu Lianda Ayu Puspita, S.E., M.Tr.Par.

Kata Kunci: *Implementation of Green Action, Employee Performance*

Penelitian ini membahas tentang implementasi green action dalam mendukung kinerja karyawan pada banquet department di Hilton Philadelphia City Avenue. Tujuan dari penelitian ini adalah untuk mengidentifikasi green action pada Hilton Philadelphia City Avenue dan untuk menganalisis green action dalam mendukung kinerja karyawan pada banquet department. Metode pengumpulan data dilakukan dengan penyebaran kuesioner, wawancara, observasi dan dokumentasi. Teknik penentuan sample disini menggunakan purposive sampling dengan 10 responden dan informan sejumlah 1 orang. Teknik analisis data menggunakan deskriptif analisis. Hasil penelitian ini menunjukkan bahwa implementasi green action di department banquet telah dilaksanakan dengan baik. Hal ini ditunjukkan dengan nilai rata-rata sebesar 65,7 persen yang berada pada rentang 60 persen hingga 80 persen, yang termasuk kedalam kategori “Terlaksanakan dengan baik”. Dengan itu dapat disimpulkan bahwa terdapat hubungan yang signifikan antara implementasi green action dengan kinerja karyawan. Hubungan ini digambarkan sebagai hubungan yang sedang dengan mengindikasikan bahwa green action memberikan dampak yang cukup signifikan terhadap kinerja karyawan.

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CHAPTER I

INTRODUCTION

1.1 Background

Green practice is an action taken to protect the environment and the products made so as to minimize environmental damage. Using local or organic products, installing water-saving devices, and saving energy are "green" actions implemented by hotel businesses. Green practice are classified into 3 there are green action, green food and green donation (Ganggas, 2022). One way to minimize or reduce environmental damage should be start with employee behavior, employee conduct closely related to employee performance. This green conduct is an additional environmental protection related service provided by employees on their own initiative. Employee behavior caring for the environment is one of the reasons to support the company and employee performance so that it can survive and thrive for the time to come (Tiarapuspa, 2023).

Several green practices show that the Banquet sections in Food and Beverage Department contributed to realizing an environmentally friendly hotel. The implementation of green practice is very important because it can help reduce negative impacts on the environmental and can also supporting employee performance in the banquet section. Employee performance is very influential on the services provided to the guests, knowing how much influence green practices will have, they will be able to support event in a more environmentally friendly direction (Dewi et al., 2023).

Green action aims to protect and have a positive impact on the environment (Budiantoro et al., 2015). Energy efficiency, water efficiency, use of environmentally

friendly product in green action are some of the applications that are being implemented at Hilton Philadelphia City Avenue. Education and employee training are very important in order to supporting employee performance because it will be helping to reduce unnecessary waste like recycling trash in the right place such as plastic and waste disposing. In order to support the hotel and make it a green hotel.

The work results achieved by a person in completing their tasks are called performance. The level of success of a person in completing the overall task within a certain period of time is also called performance. The completion of tasks and responsibilities by a group of people in an organization is also called performance. Since employees need appraisals as feedback after achieving targets, appraisals must be carried out to monitor employee performance. Human resources are closely related to productivity, so company leaders must pay attention to this. The company's goal to make a profit will definitely increase along with increased productivity, increased productivity is closely related to the performance of employees who are human resources in the company, so human resources are a very important asset in the company (Silaen et al., 2020). From this statement, the writer wants to conduct research on **“Analysis the Implementation of Green Practice in Supporting Employee Performance at Banquets Hilton Philadelphia City Avenue”** which refers to green action that have been implemented by the hotel.

1.2 Problem Statements

Based on the application of the above background, the following problem statements can be made:

1. How is the implementation of the green action at the Hilton Philadelphia City Avenue?
2. How do green action support employee performance at Banquet in Hilton Philadelphia City Avenue?

1.3 Research purposes

Based on the research problems, the purpose of this research are

1. To identify the implementation of the green action at the Hilton Philadelphia City Avenue
2. To analyze the green practice support the employee performance at the Hilton Philadelphia City Avenue.

1.4 Research Significant

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

1. Theoretical Benefits

The theoretical benefit of this research is that it is hoped that this research can contribute to the literature, especially related to green practice and employee performance, so that the results of this research can be used as a reference in future research.

2. Practical Benefits

- a. For Politeknik Negeri Bali

It is hoped that the results of this research can become reference material for further research regarding improving Green Practice and Employee Performance as well as adding to the literature at the Politeknik Negeri Bali.

a. For Hilton Philadelphia City Avenue

The results of this research can be used as input and a source of information that is useful for companies in making decisions regarding the implementation of Green Practice in Employee Performance at Banquets at the Hilton Philadelphia City Avenue.

b. For researchers

The benefits gained from writing this research are increasing knowledge and insight regarding increasing the quality of performance and sustainability of guest satisfaction as well as theories obtained during lectures.

1.5 Limitation and Scope of Research

As seen in the research topic on “Analysis the Implementation of Green Practice in Supporting Employee Performance at Banquet Hilton Philadelphia City Avenue”, the material is categorized as general and extensive. As a result, it is necessary to establish a problem limitation with the aim of focusing on a specific scope, there on implementation of green practice on green action and green practice that can support employee performance. One way to measure the implementation of green practices is to see how far green action are implemented, how well employees implement green practices and how well the tasks are carried out with the employees' abilities and skills.

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

The implementation of Green Action in supporting employee performance in the Banquet Department at Hilton Philadelphia City Avenue has shown positive results. Based on a questionnaire filled out by 10 respondents, the analysis results show that the implementation of green action in this department has been done well. This is indicated by an average value of 65.7 percent, which is in the range of 60 percent -80 percent, falling into the "Well Implemented" category. From these results, it can be concluded that there is a significant relationship between green action implementation and employee performance. This relationship is described as a moderate relationship, which indicates that green action has a significant impact on employee performance.

Some of the eco-friendly measures implemented include energy and water efficiency, as well as the use of eco-friendly products. These measures not only help in environmental management, but also have a positive impact on employee productivity, work quality and responsibility. Employees feel sufficiently motivated to implement green measures in their daily activities, which in turn improves overall performance. The implementation of productivity can be attributed to better operational efficiency, while the quality of work improves as employees are more aware and responsible for the environmental impact of their actions. Thus, green actions not only contribute to environmental sustainability but also improve the performance and motivation of employees in the Banquet Department at the Hilton Philadelphia City Avenue

5.2 Suggestion

Although the results show that the implementation of green actions in the Banquet Department at Hilton Philadelphia City Avenue has been going well, there are several obstacles that need attention. One of them is the lack of education received by employees regarding the importance of green actions. This causes only some employees to implement environmentally friendly practices in their daily work. Comprehensive education and continuous training will ensure that every employee has sufficient knowledge to implement green practices. Thus, employees who previously used materials that are not environmentally friendly will turn into employees who are more responsible for the surrounding environment.

Implementing green action through education not only increases environmental awareness but can also improve overall employee performance. Well-educated employees will be more motivated and feel more accountable, which in turn will improve their productivity and work quality. Overall, with in-depth training and education, implementing green actions at Hilton Philadelphia City Avenue can become more effective and have a greater impact on the environment and employee performance.

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APPENDIX