

Implementation Of Green Housekeeping In The Housekeeping Department At The Sintesa Jimbaran Hotel

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Abstract: This study discusses the application of Green Housekeeping in the Housekeeping Department aims to analyze the application of Green Housekeeping in the housekeeping department at The Sintesa Jimbaran hotel. The data collection method used observation data, interviews and other supporting data. Interviews were conducted by supervisors from the Housekeeping Department and staff from the Housekeeping Department. The analysis used is descriptive qualitative analysis. The results of the study using the interview method where The Sintesa Jimbaran hotel carries out the concept of Green Housekeeping but there are some things that have not been maximally done with this, the researcher provides several application models that are considered relevant so that the application of Green Housekeeping at The Sintesa Jimbaran Hotel becomes more leverage in carrying out operations. Housekeeping Department every day which aims to preserve the environment, save energy and ensure guest satisfaction.

Keywords: Application, Green Housekeeping, Environmental Sustainability

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Introduction

Bali is one of the islands in the Republic of Indonesia which has great potential in the tourism sector. The tourism industry is an industry that is experiencing rapid development and growth, especially in Indonesia (in Budiayasa et al., 2018). At this time, Indonesia, especially the island of Bali, is feeling the impact of the pandemic virus Covid-19. This certainly has an impact on the general economic condition of the community, where many people have been laid off because the company they work for has stopped operating either temporarily or permanently due to this pandemic. One of the industries most affected by the pandemic is the tourism industry, in which one of the most important accommodations to support tourism is hotels.

According to Sulastiyono (in Sulastiyono, 2011), Hotel is a company managed by the owner by providing food, beverage and room facilities to sleep to people who travel and are able to pay a reasonable amount in accordance with the services received. The hospitality industry is a service industry that combines products and services, building design, interior and exterior hotel rooms and restaurants, the atmosphere created in hotel rooms, restaurants and food and beverages sold along with all existing facilities are examples of products sold, while services what is being sold is the hospitality and skills of hotel staff / employees in serving their customers (in Muhammad, 2018). One of them is the Housekeeping Department, The Housekeeping Department is the part in charge and responsible for maintaining cleanliness, tidiness, beauty, and comfort throughout the hotel area (in Repository et al., 2021). Where each Staff/Employee is divided into several Departments that will cooperate with each other to service guests who stay and work according to the CHSE-based Standard Operational Procedure (SOP), where CHSE is an understanding of Cleanliness, Health, Safety and Environment (in Linda, 2022). The development of this application began with the covid pandemic which caused a shift in the implementation of operational policies that were more focused on environmentally friendly business practices. Thus, the development of CHSE is a certificate given to a hotel as a form that always guarantees the cleanliness, health, safety and sustainability of a hotel. The implementation of SOP in accordance with CHSE guidelines is carried out in all departments, including the housekeeping sector. The implementation of CHSE which is carried out in environmentally friendly operations in the housekeeping department is implemented in the Green housekeeping policy as one of the concepts of housekeeping activities carried out in a more environmentally friendly way. Green Housekeeping is one of the most appropriate and trusted solutions to manage hotel accommodation management appropriately, effectively, and efficiently, as well as environmentally friendly (in Setiawan et al., 2021). Given the importance of applying the concept of Green Housekeeping based on

CHSE in carrying out environmentally friendly operational policies. Based on the description of the background described above, the problem can be formulated as follows:

1. How is the implementation of Green Housekeeping in the Housekeeping Department in Hotel The Sintesa Jimbaran ?
2. How is the relevant implementation in the application of Green Housekeeping at?

Method

This research was conducted at The Sintesa Jimbaran for 6 months in the Housekeeping Department. This research used qualitative data namely data in the form of words, schemes, and pictures (Carolina, 2017) with primary and secondary data sources. Methods of data collection is the most strategic step in research, because the main purpose of research is to obtain data. In this study the researchers used 3 research techniques (in ghazali, 2019), including interviews, observation, and documentation. The object studied in this study is Green Housekeeping at the Housekeeping Department at hotel The Sintesa Jimbaran. The data analysis technique used is descriptive qualitative, where qualitative descriptive research aims to describe and describe existing phenomena, both natural and human engineering, which pay more attention to the characteristics, quality, and interrelationships between activities. Descriptive research does not provide treatment, manipulation or modification of the variables studied, but describes a situation as it is. The only treatment given is the research itself through observation, interviews, and documentation.

Result and Discussion

Results

This study was conducted to determine the application of green housekeeping in the housekeeping department at The Sintesa Jimbaran Hotel which is applied to improve operational efficiency at The Sintesa Jimbaran. In this study using data analysis techniques, namely the process of systematically searching and compiling data obtained from interviews, field notes and documentation, by organizing data into categories, breaking down into units, arranging into patterns, choosing which ones to use. What is important and what will be studied, and make conclusions so that they are easily understood by themselves and others (Iii, 2017). The data analysis techniques used is descriptive qualitative to analyze the problem. There are factors that become the main focus of research on The Sintesa Jimbaran Hotel is to develop the application of green housekeeping in the housekeeping department. Research using qualitative descriptive analysis techniques aims to describe existing phenomena, both natural and human engineering, which pay more attention to the characteristics, quality, and interrelationships between activities. In this study, qualitative descriptive analysis was used to describe the information obtained through observation, documentation and also interviews with house-keeping supervisors and housekeeping staff at The Sintesa Hotel.

Discussions

The application of Green Housekeeping is the application of housekeeping actions to reduce the impact of damage to the environment from accommodation as well as to be efficient in the use of excessive materials. There are several actions that must be taken as a form of cleanliness and environmental friendliness that are based on CHSE as the basis for implementing Green Houskeeping. The CHSE certificate seeks to increase the interest of tourists visiting to believe that the hotel has implemented the concept of Cleanliness, Health, Safety, Environment Sustainability. The implementation of Green housekeeping based on CHSE in The Sintesa Jimbaran hotel area is a consistent form of implementing environmentally friendly practice policies in carrying out hotel operations. The application of Green Housekeeping to the CHSE concept is as follows :

1. Cleanliness, The application of green housekeeping at The Sintesa Jimbaran Hotel always prioritizes cleanliness, it can be seen through the establishment of a waste-free area in the hotel area, this is one of the concepts which is to minimize activities that can generate waste, where organic waste can be managed properly and reused. as compost, this is one of the hotel's concerns for the surrounding environment or nature.
2. Health, With maintained cleanliness, it will have a good health impact in guest assessments of hotels, with the CHSE certification, it is hoped that the hotel industry will be better in handling hygiene and sanitation and the application of health will be maximized.
3. Safety, For The Sintesa Jimbaran, the importance of a good arrangement will have a good impact on employees and the company, including in terms of productivity and work safety. By reducing or even eliminating potential hazards or anything that is a common cause of accidents such as slips, trips and falls and reduces the possibility of contamination of hazardous materials in the work area that causes health problems such as

inhalation of dust and steam, so that a comfortable, peaceful, safe work environment is created. for employees and guests who are staying at The Sintesa Jimbaran.

4. Environmental sustainability, By putting forward the environmental concept, The Sintesa Jimbaran hotel transitioned the use of tissue to towels and the transition of bottle amenities using a dispenser amenities to minimize the impact on the environment.

There are 4 indicators in the implementation of Green housekeeping at The Sintesa Jimbaran Hotel (in Schönberger et al., 2013) :

1. The use of chemical-based cleaners at The Sintesa Jimbaran Hotel, In general, the use of chemical-based cleaners has not been carried out optimally and currently The Sintesa Jimbaran Hotel uses only MPC (Multy Purpose Cleaner) chemical which aims to reduce the use of chemicals that has higher chemicals so that with this MPC it can be said that The Sintesa Jimbaran Hotel has reduced the use of chemical-based cleaners in the Housekeeping Department.
2. Bathroom amenities refill program at Hotel The Sintesa Jimbaran The housekeeping department will only refill if it is completely exhausted and if there are several bottles that are still half in condition, they will be combined into one. It can be said that the Refill program for bathroom amenities at The Sintesa Jimbaran Hotel has not been able to implement the concept of implementing Green Housekeeping optimally.
3. Environmentally friendly AC usage program. In terms of environmentally friendly AC usage programs, Hotel The Sintesa Jimbaran has not implemented environmentally friendly air conditioners such as Eco Green which functions to minimize the waste of electricity. So it can be said that The Sintesa Jimbaran Hotel has not maximally implemented the concept of Green Housekeeping in terms of the program for using air conditioning in the environmental realm.
4. Waste water recycling program. In terms of the program to recycle water waste, The Sintesa Jimbaran Hotel has implemented it well, such as for room water waste where all hotel rooms have 1 channel to the same place and are placed in special shelters and will be recycled later. by the engineering team and the results from the waste water are used for watering plants around the hotel area. It can be said that The Sintesa Jimbaran Hotel has implemented the concept of Green Housekeeping very well in the waste water recycling program.

Conclusion

Based on the results of the research and discussion conducted by the author regarding the application of Green Housekeeping in the Housekeeping Department at The Sintesa Jimbaran hotel as an efficiency of operational activities at The Sintesa Jimbaran hotel, the following conclusions can be drawn :

1. The application of Green Housekeeping in the Housekeeping Department at The Sintesa Jimbaran hotel can be seen from the results of interviews from hotel employees who are especially in the field of Housekeeping where the concept raised is the concept of Green Housekeeping, for example applying the reduction of plastic waste, then waste water from hotel rooms in accommodate and recycle again in order to water the plants in the hotel area. Hotel The Sintesa Jimbaran has also implemented a separation of types of waste such as plastic waste, glass bottles that will be handed over or disposed of in the TPA, and organic waste that will be reused as compost, this has a positive impact, for example environmental cleanliness remains awake, and the hotel can reduce costs incurred. However, in the indicator of the use of hotel cleaning agents, The synthesis has not implemented it optimally.
2. The second conclusion is in determining the relevant application model in the application of green housekeeping at The Sintesa Jimbaran Hotel
 1. Using environmentally friendly equipment and supplies such as vacuum cleaners, brushing machines, blower machines, environmentally friendly AC, use refill amenities and energy efficient. Then use cloth bags and burlap sacks as tools used for guest equipment and supplies, cleaning equipment and supplies, linen, and other necessities for the hotel area, as well as using environmentally friendly cleaning materials such as MPC (Multy Purpose Cleaner), cleaners glass, floor cleaner, toilet cleaner using chemical. Then other application models that are considered relevant, such as, Using rattan trash cans throughout the hotel area, Using ceramic bottles for the placement of bath soap, shampoo, hand soap, body lotion and hand sanitizer, Adding trash cans in the room to match with the type of garbage. And other cleaning agents that produce low foam and can process waste independently in hotels without polluting the environment.
 2. Operational needs remain safe, environmentally friendly and economical, such as using packaging for equipment and guest facilities that use recycled paper as the base material and using glass bottles instead of plastic bottles for storing drinks in the room, and using a kitchen set made of wood. and

stainless steel in each room by reducing the use of plastic in hotel operations and using an automatic electricity and water control system to save energy with a clean, tidy and safe room arrangement.

3. The application of work SOPs is in accordance with the Green Housekeeping concept which aims to make all housekeeping staff responsible for checking and turning off room lights, water and air conditioning which aims to save energy. Then the Housekeeping staff professionally runs the SOP that has been determined every day to support operations so that they can run smoothly and optimally, also ensuring that guests have satisfaction.

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