

THESIS

**IMPLEMENTATION OF GREEN PRACTICES AT
HOUSEKEEPING DEPARTMENT TO IMPROVE ROOM
ATTENDANT PERFORMANCE IN ATANA HOTEL DUBAI**



POLITEKNIK NEGERI BALI

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**TOURISM DEPARTMENT
POLITEKNIK NEGERI BALI
BADUNG
2022**

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which content is my own work, thereby free from plagiarism. Being stated, I am ready to bear the risk or any sanctions impose to me in accordance with regulation.

Badung, August 1st 2022

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**IMPLEMENTATION OF GREEN PRACTICES AT
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ATTENDANT PERFORMANCE IN ATANA HOTEL DUBAI**

THESIS

Compiled as one of the requirements for obtaining an Applied Bachelor's Degree
in the Tourism Business Management Study Program at the Department of
Tourism, Politeknik Negeri Bali



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PREFACE

First and foremost, praise and thanks to God, the Almighty, for His showers of blessings in completing this thesis on time. This thesis which is entitled **Implementation of Green Practices at Housekeeping Department to Improve Room Attendant Performance in Atana Hotel Dubai** was composed to fulfil one of requirement to obtain the Diploma IV Tourism Business Management Study Program at Tourism Department, Politeknik Negeri Bali. During composing this research I have been guided, advice, comparison and support by some peoples, so in this opportunity I would like to say thank you to:

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It has been realized that there is a lot of mistake and error in this thesis. Correction, comments and critics from the readers would be grateful to improve this final report. I hope this Department.thesis will be useful and could be able to give any input or knowledge for the reader especially for the student in Politeknik Negeri Bali at Tourism.

Badung, August 1st 2022



Writer

ABSTRAK

. Penelitian ini membahas tentang implementasi *green practices* pada departement *housekeeping* dalam meningkatkan kinerja *room attendant* di Atana Hotel Dubai. Penelitian ini dibuat karena penulis tertarik mengenai perubahan kinerja yang terjadi sebelum dan sesudah diterapkannya *green practices* di Atana Hotel Dubai. Pada masa pandemi covid-19 *green practices* merupakan hal penting yang dilaksanakan oleh Atana Hotel Dubai untuk meningkatkan kinerja karyawan *room attendant*, menjaga kelestarian lingkungan, penghematan energi (listrik, air) dan menghemat keuangan perusahaan sehingga tujuan perusahaan dapat terwujud. Metode penentuan informan pada penelitian ini menggunakan metode *purposive sampling* dengan jumlah informan yang diberikan kuisioner adalah 44 orang dari karyawan *room attendant* dan wawancara dengan asistant manajer, senior *housekeeping supervisor* dan *room attendant supervisor* mengenai implementasi *green practices* di Atana Hotel Dubai. Penelitian ini menggunakan metode analisis deskriptif kualitatif. Metode pengumpulan data pada penelitian ini adalah observasi, wawancara, kuisioner dan dokumentasi. Hasil penelitian ini menyimpulkan bahwa: 1) karyawan *room attendant* telah melaksanakan *green practices* dengan baik, hanya ada satu sub indikator yang mendapatkan kriteria cukup diterapkan yaitu mengganti handuk dua hari sekali dengan nilai rata-rata 2,70 hal ini terjadi karena disesuaikan dengan permintaan tamu. 2) Dampak penerapan *green practices* dalam meningkatkan kinerja *room attendant* sangat baik dan berdampak positif, sehingga terjadinya peningkatan kinerja *room attendant* dari tahun-ketahun.

Kata Kunci: Green Practices, Kinerja Karyawan, Room Attendant

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ABSTRACT

This research discusses implementation of green practices at the housekeeping department to improve the performance of room attendants in Atana Hotel Dubai. This research was made because the authors are interested in the changes of performance that occur before and after the implementation of green practices at the Atana Hotel Dubai. During the COVID-19 pandemic, green practices were an important thing carried out by Atana Hotel Dubai to improve the performance of room attendant employees, preserve the environment, save energy (electricity, water) and save company finances so that company goals can be realized. The method of determining informants in this research used a purposive sampling method with the number of informants who were given a questionnaire were 44 people from room attendant employees and interviews with assistant managers, senior housekeeping supervisors and room attendant supervisors regarding the implementation of green practices at Atana Hotel Dubai. This research uses descriptive qualitative analysis method. Data collection methods in this research were observation, interviews, questionnaires and documentation. The results of this research conclude that: 1) room attendant employees have implemented green practices well, there is only one indicator that gets simply implemented, namely changing towels every two days with an average value of 2.70 this happens because it is adjusted to guest requests . 2) The impact of implementing green practices to improve room attendant performance is very good and has a positive impact, resulting in an increase of room attendant performance from year to year.

Keywords: Green Practices, Employee Performance, Room Attendant

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CHAPTER I

INTRODUCTION

1.1 Research Background

Hotel is a place to stay for tourists who carry out tourism activities to their intended area. The number of hotel developments in the United Arab Emirates, especially in Dubai, is due to the increasing market demand for comfortable and representative hotels. The existence of hotels in Dubai is not only intended for tourist activities but also for those who have a busy business activity that requires them to go from one place to another to do business, this is of course very important, because they need a place to rest comfortably before returning to their business. In addition, the hotel does not only function as a resting place, but can also function as a place to hold meetings, weddings, birthdays, meetings and so on (Putra, 2018). In carrying out its operations, of course, a hotel must have employees who are divided into several departments, the number of departments needed by the hotel is varied and different in each hotel. In general, in hotels there are several departments, namely: front office, f&b, housekeeping, accounting, personnel/HRD, engineering, purchasing, marketing and security .

Atana Hotel Dubai is a four star hotel located in Hessa Street, Al Thanyah-1, Tecom, Dubai, UAE. In operation, this hotel has two towers with a total of 828 rooms, so each tower consist of 414 rooms with 44 suits rooms that offer the comfort of a four star hotel, besides Atana Hotel Dubai also has 2 restaurants offering Arabic and European cuisine. Atana Hotel Dubai has a blend of a very grand atmosphere, namely a blend of Arabic and Modern Classic.

In carrying out hotel operations, it is supported by several departments that have their respective functions and responsibilities such as front office, housekeeping, food and beverage, accounting, human resources, sales and marketing, engineering and security compact in order to achieve company goals. The company's goals can be achieved if every employee is able to work well together, provide good service and be able to be under work pressure. One of the departments that have an effect on the hotel is the housekeeping department. The role of housekeeping for hotel operations is very influential for the sales of these task rooms, including; organize equipment, maintain the cleanliness of all areas in the hotel, report damage and provide decorations so that the hotel looks beautiful, neat, clean and attractive to its residents(Putri & Wicaksono,2015).

In carrying out its duties , the housekeeping department is also divided into five sections, namely room attendant, public area, laundry, Linen and florist. Of the five sections, the room attendant is the section that deals directly with guests because the roomattendant has the responsibility to serve, prepare and maintain cleanliness, tidiness and completeness of guest rooms where the room attendant will deal directly with hotel guests, therefore room attendant must have more skills than other sections in the housekeeping department such as good foreign language skills, good mentality and so on. Thus, it is necessary to improve the work performance of the room attendant so that employees are more skilled and can work effectively.

Performance is the fulfillment of tasks or skills related to the work of an employee, performance can be defined as actions that contribute to company goals

and are under individual control (Prawira & Suwandana, 2019). During the Covid-19 pandemic, Atana Hotel Dubai reduced the number of employees especially in housekeeping department so that the number of housekeeping employees at the Atana Hotel Dubai was limited, this of course had an impact on the performance of employees in carrying out their duties. To overcome this, it is necessary to implement green practices to optimize employee working and optimize energy use.

Green practices are programs that encourage hotel businesses to save water, energy and reduce company operational costs and protect the earth. Examples of green practices that have been implemented by hotels at this time are giving guests the option of not changing linens and towels every day so as to reduce water and electricity use, and also reduce the amount of residual laundry soap that is discharged into the sewer system (Tanur & Jokom, 2019)

With the situation during the Covid-19 Pandemic which was full of limited manpower, especially in housekeeping department and at room attendant section as well as efforts to make effective the work of room attendant employees, efforts to protect the environment and save the company finances, Atana Hotel Dubai began implementing green practices such as placing a "Green Card" in guest room and bathroom and used environmentally friendly cleaning tools Not only that, housekeeping management also provides knowledge to room attendants to reduce the use of chemicals that have a negative impact on the environment, save energy, save water. Therefore, with limited room attendant employees as well as efforts to implement green practices to protect the environment, making room attendant

work more effective, saving company finances and saving energy, the authors are interested in researching implementation of green practices at housekeeping department to improve the performance of room attendant employees with the title "Implementation of Green Practices at Housekeeping Department to Improve Room Attendant Performance in Atana Hotel Dubai".

1.2 Problem Identification

Based on the description that has been described in the background above, several main problems can be formulated, including:

1. How is the implementation of green practices to the room attendant in Atana Hotel Dubai?
2. How is the impact of implementing green practices in improving the performance of room attendant in Atana Hotel Dubai?

1.3 Purpose of The Research

Based on the formulation of the problem describe above, it can be seen that the objectives of this research are as follows :

1. To identify the implementation of green practices to the room attendant in Atana Hotel Dubai.
2. To analyze how the impact of implementing green practice in improving the performance of room attendant in Atana Hotel Dubai.

1.4 Research Benefits

This research is expected to provide benefits both theoretically and practically. The two purposes of these benefits are as follows.

1.4.1 Theoretical Benefits

This research is expected to provide additional knowledge and more insight in order to support or prepare future research reports and can be used as a library treasury for scientific purposes.

1.4.2 Practical Benefits

1. For Atana Hotel Dubai

The results of this study are expected to help the company and at the same time become input in order to improve employee performance, especially in the room attendant section.

2. For Author's

This research is expected to be able to make the author better understand standard operating procedures for room attendants and the impact of implementing standard operating procedures on the performance of room attendant employees. This research can also strengthen the knowledge gained by the author while studying on campus by practicing it during street vendors and is one of the requirements to complete Diploma IV education in the Politeknik Negeri Bali.

3. For Politeknik Negeri Bali

This research can be used as study material in order to increase scientific resources, especially for students of the Department of Tourism and as additional literature at the Politeknik Negeri Bali.

1.5 Writing Systematic

The systematics in this writing are as follows:

CHAPTER I INTRODUCTION

Chapter I is an introduction, describes the background, problem formulation, research objectives, research benefits and writing systematics.

CHAPTER II LITERATURE REVIEW

Chapter II explains the definitions and theories related to writing, the results of previous studies are used as references and comparisons for this writing and there are also formulations of hypotheses.

CHAPTER III RESEARCH METHODS

Chapter III is a research method consisting of location, research object, identification of variables and operational definitions, types and sources of data, data collection methods and data analysis techniques

CHAPTER IV DISCUSSION

In Chapter IV, it describes the results and discussion of the data obtained in the study which includes an overview of the research location, research data about the characteristics of the respondents and then in data analysis can use predetermined analytical techniques such as validity tests, reliability tests, and qualitative descriptive analysis.

CHAPTER V CONCLUSION

Chapter V is the last chapter in thesis writing which outlines the conclusions from the results of data analysis and discussion which will then be given advice by the author.

CHAPTER V

CONCLUSIONS AND SUGESTIONS

5.1 Conclusions

Based on the results of the research analysis that has been done, it can be concluded as follows:

5.1.1 Implementation of Green Practices to the Room Attendants in Atana Hotel Dubai

Based on the results and discussion, the author can conclude that all room attendant employees have implemented green practices properly. The fact has been obtained that from 12 (twelve) questions that are incorporated into 3 (three) green practices variables, namely green action, green product, green donation, the highest score was obtained on the question employees follow the education about green practices provided by management with an average score. 4.93. The second rank was obtained on the questions change linen every 2 (two) days, setting the AC temperature in vacant status to save energy, using environmentally friendly cleaning tools when clean the room and employees follow training how to use environmentally friendly cleaning tools to clean the room with the average value is 4.91. The third rank was obtained on the question of putting green card with 2 (two) languages when cleaning the room (check out room), putting green card with 5 (five) languages when cleaning the room (check out room), mixing chemicals with water to reduce negative impact on the environment and using environmentally friendly amenities for the bathroom with an average value of 4.89. The fourth rank was obtained on the question using microfiber mop and

microfiber duster when cleaning the room with an average value of 4.86. The fifth rank was obtained on the question of using environmentally friendly amenities for the guest room with an average value of 4.80, all of these questions entered the category of very fully implemented. While the lowest average value was obtained on the question of change towel every 2 (two) days with an average value of 2.70, which means that it was simply implemented. Simply implemented does not mean that the implementation of green practices on the question of change linen every 2 (two) days is bad. This happens because guests do not understand the green card listed in the bathroom. Overall, the Implementation of green practices in Atana Hotel Dubai has been implemented well by the room attendant employees and achieved the goals desired by the company.

5.1.2 Impact of Implementing Green Practices in Improving the Performance of Room Attendant at Atana Hotel Dubai

Based on the results and discussion, the authors found the fact that the impact of Implementing green practices in improving the performance of room attendants in Atana Hotel Dubai was good. This can be proven from the performance rating of the room attendant staff each year. In 2022 the performance of room attendants reached 76.5. Based on the performance appraisal form, the value of 76.5 indicates that the room attendant's performance is at a good level. So it can be concluded that green practices has a positive and good impact in improving the performance of room attendants in the Atana Hotel Dubai.

5.2 Suggestions

Based on the conclusions that have been made, the suggestions that can be given in this study are:

- a. The authors suggestion to the management of the company in the Atana Hotel Dubai is to always implemented green practices in a sustainable manner, in this case the company needs to provide education to guests about changing towels every 2 (two) days so that guests better understand the meaning of the green card located in the bathroom.



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