

**THE IMPLEMENTATION OF GREEN HUMAN RESOURCES
MANAGEMENT TO ENHANCE ENVIRONMENTAL
PERFORMANCE IN HOTEL LE MORGANE, FRANCE**



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BADUNG
2022**

THESIS

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MANAGEMENT TO ENHANCE ENVIRONMENTAL PERFORMANCE
IN HOTEL LE MORGANE, FRANCE**

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.

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THESIS

THE IMPLEMENTATION OF GREEN HUMAN RESOURCES MANAGEMENT TO ENHANCE ENVIRONMENTAL PERFORMANCE IN HOTEL LE MORGANE, FRANCE

This thesis is submitted as one of the requirements
to create an undergraduate (S1) thesis for the Degree of Applied Bachelor
Politeknik Negeri Bali



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PREFACE

First and foremost, praise and thank god, the Almighty, for His showers of blessings in completing this thesis on time. This thesis which is entitled **The Implementation of Green Human Resources Management to Enhance Environmental Performance in Hotel Le Morgane, France** was composed to fulfill of requirement to obtain the Diploma IV Tourism Business Management Study Program at Tourism Department, Politeknik Negeri Bali. During composing this thesis, 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 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 Department.

Badung, 16th Agust 2022

The Writer

ABSTRAK

PENERAPAN MANAJEMEN SUMBER DAYA MANUSIA HIJAU UNTUK MENINGKATKAN KINERJA LINGKUNGAN DI HOTEL LE MORGANE, PRANCIS

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Studi ini bertujuan untuk mengetahui penerapan green human resources management di Hotel Le Morgane, Perancis dan menganalisis bagaimana meningkatkan kinerja lingkungan melalui penerapan sumber daya manusia hijau di Hotel Le Morgane, Perancis. Metode yang digunakan dalam penelitian ini adalah statistik deskriptif sederhana dengan menyebarkan kuisioner kepada 42 karyawan di Hotel Le Morgane. Metode pengumpulan data yang digunakan dalam penelitian ini adalah observasi, dokumentasi, studi pustaka, wawancara, dan kuisioner. Hasil penelitian ini menunjukkan bahwa adanya implementasi dari sumber daya manusia hijau di Hotel Le Morgane, Perancis mulai dari Rekrutmen dan Seleksi Hijau, Pelatihan dan Pengembangan Hijau, Penilaian Kinerja Hijau, dan Penghargaan dan Kompensasi Hijau. Namun, sumber daya manusia hijau di Hotel Le Morgane, Perancis belum terimplementasi dengan baik di Hotel Le Morgane. Hal ini dilihat dari adanya beberapa indikator yang mendapatkan persentase rendah dan dibawah tingkat kesesuaian. Penelitian ini menunjukan bahwa Hotel Le Morgane, Perancis perlu meningkatkan implementasi manajemen sumber daya manusia hijau serta harus memperhatikan indikator kinerja lingkungan dalam praktik yang dilakukan oleh sumber daya manusia yang ada di hotel.

Kata kunci: Manajemen, Sumber Daya Manusia Hijau, Kinerja Lingkungan

ASBTRACT
THE IMPLEMENTATION OF GREEN HUMAN RESOURCES
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The purpose of this study was to determine the application of green human resources management in the Hotel Le Morgane, France and to analyze how to improve the environmental performance of the hotel through the application of green human resources management at the Hotel Le Morgane, France. The method used in this research is descriptive statistic by distributing questionnaires to 42 employees at Hotel Le Morgane. Data collection methods used in this study were observation, documentation, literature study, interviews, and questionnaires. The results of this study indicate that there is an implementation of green human resources at Hotel Le Morgane, France starting from Green Recruitment and Selection, Green Training and Development, Green Performance Assessment, and Green Reward and Compensation. However, green human resources at Hotel Le Morgane, France have not been implemented properly at Hotel Le Morgane. This can be seen from the presence of several indicators that get a low percentage and below the level of appropriate criteria. This study shows that Hotel Le Morgane, France needs to improve green human resource management implementation and must pay attention to environmental performance indicators in the practices carried out by human resources in the hotel.

Keywords: Management, Green Human Resource, Environmental Performance

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CHAPTER I

INTRODUCTION

1.1 Research Background

France is one of the countries who are really concern about the sustainability environment. Based on Wiley StatsRef: Statistics Reference Online Environmental Index Performance (EPI) on 2020, France is in the 5th position for its environmental quality out of 180 countries in the world. France has been the world's leading tourist destination for more than 30 years. According to the French government official website diplomatie.gouv.fr, 90 million international tourists visited France on 2019 to discover their rich natural and architectural heritage and to enjoy their world-renowned hospitality and way of life. In France, tourism accounts for 8% of GDP. That is mean tourism industry has a huge important role to enhance environmental performance in France. However, to enhance its environmental quality France still need some improvement especially in the organizational industry. In fact, people irresponsible practices in business firms may cause environmental contamination (Jackson, S. E., Ones, D. S., & Dilchert, 2012).

In order to enhance environmental performance in tourism industry especially hotels industry, the company need a qualified human resources to train and manage their employee how to behave to support environment. In this case hotel industry need Green Human Resources as a key to environmental management because human resources management has a crucial role in achieving environmental goals of the organization (Umrani et al., 2020). In hotel industry

green practice in order to support sustainability environment are including saving energy and water, managing waste, and educating guests and employees about the environment (Rahman et al., 2012).

Based on neorestoration.com one of the hotels has just obtained the European Ecolabel as well as the Green Globe certification in France is Hotel Le Morgane. It is considered as an eco-responsibility hotel in 2010. The market share of Hotel Le Morgane is international tourists who mostly come from England, Switzerland, and Italy. Today most consumers look for companies which adopt environmental standards (Cherian & Jacob, 2012). As the Hotel Le Morgane has the green label hotel, they running the Green Human Resources Management to maintain their green practice to enhance environmental performance through the employees.

1.2 Problem identification

Based on the background described above, this research will propose some questions as follow:

1. How is the implementation of Green Human Resources Management in Hotel Le Morgane, France?
2. How to enhance environmental performance through Green Human Resources Management in Hotel Le Morgane, France?

1.3 Purpose of The Research

Based on the problem identification, the purposes of this research can divide in to two as follow:

1. To analyze the implementation of Green Human Resources in Hotel Le Morgane, France
2. To know how to enhance environmental performance through Green Human Resources Management in Hotel Le Morgane, France

1.4 Significances of The Research

This research is expected to bring some benefits both theoretically and practically. The benefits to be obtained in this research are:

1.4.1 Theoretical Significance

Through this research student will be able to implement all the theories related to the subjects and they will be able to analyze and examine issues of awareness to implement human resources management who support environment in hotels industry.

1.4.2 Practical Significance

a. For Researcher

The results of this research are expected to increase knowledge and experience in order to take a role in hospitality industry that support environmental sustainability

b. For Politeknik Negeri Bali

The results of this study are expected to be used as a library reference of similar research in the future.

c. For Companies

This research is expected to be beneficial for the management in Hotel Le Morgane, France in carrying out activities that will affect the environment so that the hotel can take a role in environmental sustainability.

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusions

There are some main conclusions that can be drawn from the previous research of result and discussion. The first conclusion will be mainly about the implementation of human resources management in Hotel Le Morgane, France, while another one is about the way of the hotel to enhance its environmental performance.

The implementation of Green Human Resources Management in Hotel Le Morgane, France is not optimally implemented in the hotel. Green Recruitment and the candidates are invited through online mediums like e-mail and online application forms. Telephone interviews are conducted to minimize any travel-related environmental impact. The interview discussed about how the employee interested and motivated to do recycling performance, to reduce the waste, and to reduce the resource consumption. Green Training and Development the hotel gives the manager a training program that is not only to develop and acquire knowledge about the business but also about the environmental issued cause by the hotel business. The implementation of Green Performance Assessment in Hotel Le Morgane, France is in the form of briefing, advice, and feedback from the leader to the employee in the hotel. The implementation of Green Reward and Compensation in Hotel Le Morgane, France is in the form of non-financially reward in the form of accomplishment which is given to the person that perform green practice. In

order to enhance environmental performance, Hotel Le Morgane, France should improve in some practice due to the environmental performance.

The hotel management must pay attention to the indicator of environmental performance such as recycling performance, reduce waste, reducing environmental harmful incidents, concern about the stakeholder perception, and cost saving, independent audit and report of environmental performance, resource consumption through the practice of the human resources. In order to enhance environmental performance, Hotel Le Morgane, France should improve in some practice due to the environmental performance indicator such as recycling performance, reduce waste, reducing environmental harmful incidents, concern about the stakeholder perception, and cost saving.

5.2 Suggestion

Based on the discussion, there are some suggestions that can be given to the management of Hotel Le Morgane, France in order to improve the implementation of green human resources management. The suggestions are based on the observation and interview which also considering the result and discussion of this research. The suggestion for the hotel is to enhance environmental performance, the hotel have to improve their human resources to be environmentally friendly through Green Human Resources Management. Hopefully the future research will continue to discuss this topic in detail way such as provide more data and information from the hotel.

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