

THESIS

**IMPLEMENTATION OF GREEN OFFICE MANAGEMENT
POLICY IN HUMAN RESOURCES DEPARTMENT
OF ANANTARA ULUWATU BALI RESORT**



POLITEKNIK NEGERI BALI

NI PUTU SINTIA PRAMESTI DEWI

**TOURISM DEPARTMENT
POLITEKNIK NEGERI BALI
BADUNG
2022**

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**IMPLEMENTATION OF GREEN OFFICE MANAGEMENT
POLICY IN HUMAN RESOURCES DEPARTMENT OF
ANANTARA ULUWATU BALI RESORT**

THESIS

This Thesis is submitted to Tourism Department of Politeknik Negeri Bali in Partial Fulfillment of the Requirement for the Degree of Applied Bachelor in Tourism



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Badung, July 2022

The Writer

ABSTRAK

IMPLEMENTATION OF GREEN OFFICE MANAGEMENT POLICY IN HUMAN RESOURCES DEPARTMENT OF ANANTARA ULUWATU BALI RESORT

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Penelitian ini bertujuan untuk mengetahui implementasi praktek kantor hijau yang diterapkan oleh Anantara Uluwatu Bali Resort serta dapat memberikan tambahan pengetahuan tentang bagaimana cara menerapkan kebijakan pengelolaan kantor hijau sebagai upaya keberlanjutan dari pariwisata hijau serta kebijakan kantor hijau apa saja yang harus diterapkan di Anantara Uluwatu Bali Resort. Metode pengumpulan data dalam penelitian ini menggunakan metode analisis deskriptif kualitatif dan kuantitatif dengan observasi, wawancara, dokumentasi, studi pustaka dan angket. Metode analisis data terdiri dari analisis Miles dan Huberman, serta analisis kinerja penting kuadran menggunakan diagram kartesius. Hasil penelitian ini menunjukkan bahwa Anantara Uluwatu Bali Resort hanya menerapkan sistem Pengelolaan Sampah yaitu 3R Reduce, Reuse, Recycle. Dan secara khusus Departemen Sumber Daya Manusia telah menerapkan sistem paperless office yang terbukti mampu mengurangi penggunaan kertas setiap tahunnya. Dalam penelitian ini, penulis membandingkan penggunaan kertas dari departemen Sumber Daya Manusia dengan departemen lain yang belum menerapkan sistem paperless office. Berdasarkan data yang didapat, penulis menghitung jumlah pembelian kertas setiap tahunnya, menghitung jumlah emisi yang dihasilkan setiap tahunnya dan menghitung jumlah pengeluaran yang harus dikeluarkan untuk pembelian kertas setiap tahunnya. Anantara Uluwatu Bali Resort juga belum memiliki kebijakan yang sesuai dalam mengatur kegiatan Kantor hijau. Hasil diagram kartesius menunjukkan bahwa terdapat 9 Kuadran dalam kategori Keep Up the Good Work, 8 Kuadran dalam kategori Focus Here, 2 kuadran dalam kategori Low Priority dan 1 Kuadran dalam kategori Possibly Overkill. Pada kuadran II dan III penulis memberikan rencana perbaikan untuk setiap variabel untuk memberikan acuan yang tepat untuk Kantor Hijau di Anantara Uluwatu Bali Resort. Dengan hal tersebut, maka perlu dilakukan penelitian untuk memperoleh informasi mengenai pelaksanaan Kantor Hijau yang lebih tepat.

Kata Kunci: green office, green policy, paperless office, sustainable tourism, 3R

ABSTRACT

IMPLEMENTATION OF GREEN OFFICE MANAGEMENT POLICY IN HUMAN RESOURCES DEPARTMENT OF ANANTARA ULUWATU BALI RESORT

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This research aims to determine the implementation of green office practices that implemented by Anantara Uluwatu Bali Resort and also provide additional knowledge about how to implement green office management policies as an effort to sustain green tourism and what green office policies that should be implemented at Anantara Uluwatu Bali Resort. The data collection method in this study used descriptive qualitative and quantitative analysis methods with observations, interviews, documentation, literature studies and questionnaires. The data analysis method consists of Miles and Huberman analysis, as well as quadrant important performance analysis using a Cartesian diagram. The results of this study indicate that Anantara Uluwatu Bali Resort only applies a Waste Management system, namely 3R Reduce, Reuse, Recycle. And in particular the Human Resources Department has implemented a paperless office system that is proven to be able to reduce paper use every year. In this study, the writer compares the use of paper from the Human Resources department with other departments that have not implemented a paperless office system. Based on the data obtained, the writer calculates the number of papers purchases each year, calculate the number of emissions produced each year and calculate the amount of expenditure that must be spent on paper purchases each year. Anantara Uluwatu Bali Resort also does not have an appropriate policy in regulating green office activities. The results of the Cartesian diagram show that there are 9 quadrants in the Keep Up the Good Work category, 8 quadrants in the Focus Here category, 2 quadrants in the Low Priority category and 1 quadrant in the Possibly Overkill category. In quadrants II and III the writer provide improvement plans for each variable for an appropriate reference for the Green Office at Anantara Uluwatu Bali Resort. At the conclusion of this research, it is necessary to conduct research to obtain information regarding the implementation of a more appropriate Green Office.

Key words: green office, green policy, paperless office, sustainable tourism, 3R

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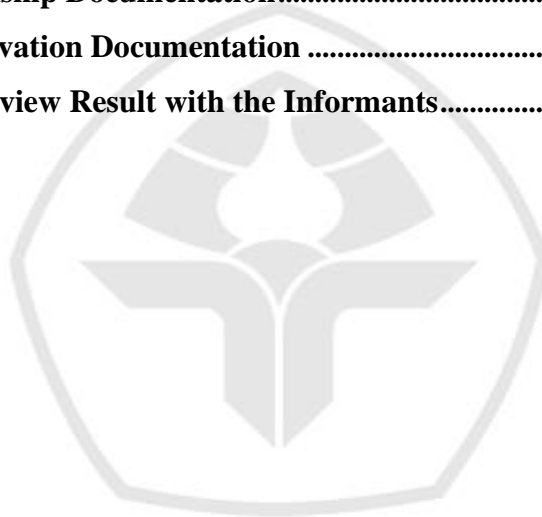
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CHAPTER I

INTRODUCTION

1.1 Research Background

In recent decades in this global era, humans are often faced with more complex and serious environmental problems. This environmental damage is caused by human behavior and excessive use of technology. Global warming, the increasingly limited amount of fuel energy and green land as the lungs of the world are getting less and less due to overexploitation which results in environmental conditions getting worse every time. There are many sectors that affect the environment, one of which is the tourism industry. The tourism industry is a collection of businesses that aim to produce goods or services to meet the needs and convenience of tourists (UU RI No. 10 of 2009). In Indonesia itself, the tourism industry has clearly shown its role in contributing to the economy, social and culture by providing job opportunities, increasing state income, making people's social conditions better and getting cultural appreciation from other country.

Every year the tourism industry continues to grow. With the increasingly sophisticated technology makes its development so rapidly. The development of tourism also affects various sectors such as the construction of lodging facilities, supporting facilities such as restaurants, increasing tourist attraction, transportation services and also supported by increasing the expertise of Human Resources in the tourism sector. The rapid growth of the tourism sector with industry as its backbone is always balanced by the rapid degradation of environmental quality. In response

to this, the ministry of tourism then implemented standards that help hotel managers to take care of the environment and improve sustainable management. These standards cover hotel management, land use, building concepts, use of environmentally friendly building materials, local products, energy efficiency, water conservation, and waste management (Kementerian Pariwisata Republik Indonesia, 2016). By making environmentally friendly management policies, hotels will be managed from many aspects of green, in accordance with policies determined by the government.

In Bali, based on data from the Central Statistics Agency for the Province of Bali (2021), there are at least 4,880 units of star and non-star hotels. With the high number of hotels in Bali, this also increases the amount of using resources such as electricity, water and produces more waste such as paper and plastic. In fact, if ones ignore them, it will cause many negative impacts on the environment. Based on research data quoted from the environmental news site mongabay.com, it is revealed that every day Bali produces 4,281 tons of waste or 1.5 million tons per year. As much as 50 percent of waste in Bali comes from three areas in Bali, namely Denpasar, Badung, and Gianyar, all of which are tourism centers. Types of waste produced in Bali, 60% of which is organic waste while 20% plastic waste, 11% paper, 2% iron, 2% glass, and others 5%.

In fact, Back office in the hotel industry is as fairly large user of natural resources, through the use of building materials, electricity, water, paper, and domestic waste that pollutes the environment. One of the concepts in an effort to save the environment is the concept that is often known as the "green office". So,

the green office concept can change the behavior of office personnel to be more aware of the office environment in every office activity so as to increase productivity and minimize office expenses. Although there are many positive impacts for the company, this concept has not been widely recognized, realized and even implemented by other companies. The concept of being environmentally friendly is still only a slogan and commitment, but not many have arrived at a consistent implementation of all stakeholders in a company.

Anantara Uluwatu Bali Resort is a resort that located at Jl. Pemutih-Labuan Sait, Pecatu Village, South Kuta, Badung. Anantara Uluwatu has 75-unit rooms provided for domestic and foreign tourists who will go on vacation, honeymoon, business or long-term stay in Bali. In every hotel and resort, sustainable tourism is a must. This refers to Anantara commitment towards the implementation of green and sustainable tourism in the hotel. Their commitments are Water and Energy Conservation by minimize water consumption in all areas of the hotels. Anantara Uluwatu also strive to reduce energy consumption each year by at least 10% and implementing waste management by reduce, reuse and recycle solid waste, implementing composting programs, and purchasing products that are durable, repairable and able to be recycled. Based on the background above the writer is interested in conducting research entitle **“Implementation of Green Office Management Policy in Human Resources Department of Anantara Uluwatu Bali Resort”**. To be able to find out whether the implementation of green office management in the Human Resources Department can create an appropriate green office policy that helps to deal with office waste and follow the ministry's appeal to

go to a green hotel as a form of awareness of the tourism industry towards the surrounding environment.

1.2 Problems Identification

Based on the background that has been described, the main issues that used as a problem are as follows:

1. How is the implementation of green office management in Human Resources Department of Anantara Uluwatu Bali Resort?
2. What is the appropriate policy taken in order to cultivate the culture of the green and sustainable office management?

1.3 Purposes of the Research

Based on the problem identification above, the purpose of this research proposal are as follows:

1. To analyze how the of implementing a green office management at Human Resources Department in Anantara Uluwatu Bali Resort.
2. To find out the appropriate policies taken in order to cultivate the culture of the green and sustainable office management at Anantara Uluwatu Bali Resort.

1.4 Benefit of the Research

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

1.4.1 Theoretical Benefits

Theoretically, this research is expected to provide additional information to support other research and to add to the bibliography in the academic environment. This research is expected to be a reference material for further researchers and input for those who read. In addition, the results of this research are expected to provide additional knowledge about how to implement the green office management policy as effort to sustainability and green tourism as well as what problems are commonly encountered and overcome them in implementing the green office management policy.

1.4.2 Practical Benefits

Practically, the results of this research are expected to be useful input and guidelines for companies regarding what needs to be improved in the implementation of green office management policy implementation and have high hopes that this implementation system can be carried out by other departments not only in the human resources department and overcome problems that are often faced in implementing a green office management in an effort to reduce the negative impacts due uncontrolled office waste at Anantara Uluwatu Bali Resort.

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusions

Based on the results of the discussion above, it can be concluded that Anantara Uluwatu Bali Resort, especially in the Human Resources department supported by other departments implementing a Waste Management system which is divided into 3Rs, namely Reduce, Reuse and Recycle. This is done as an effort towards a green office in reducing waste and waste from the hotel industry.

Anantara Uluwatu Bali Resort has not implemented a true green office system and does not yet have an appropriate green policy that can be used as a reference for implementing a green office. Therefore, the results of the study show that there are several indicators that need special attention to be improved and then used as a reference for an appropriate green policy.

5.2 Suggestion

Based on the above discussion, suggestions that can be given are Implementation of Waste Management at Anantara Uluwatu must be further improved by collaborating with parties who can specifically process waste to make it more effective.

Anantara Uluwatu Bali Resort can conduct research on the importance of implementing a green office in the future so that it can consider this appropriate green policy to be implemented in the future.

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