

**GREEN HOUSEKEEPING IMPLEMENTATION
FOR ENVIRONMENT SUSTAINABILITY
AT NOVOTEL BALI NGURAH RAI AIRPORT**



POLITEKNIK NEGERI BALI

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**TOURISM DEPARTMENT
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BADUNG
2022**

THESIS

**GREEN HOUSEKEEPING IMPLEMENTATION FOR
ENVIRONMENT SUSTAINABILITY
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This Thesis is Submitted to Tourism Department of Politeknik Negeri Bali in
Partial Fulfilment of Requirements for the Degree of Applied Bachelor in Tourism



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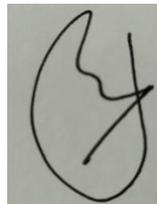


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PREFACE

Foremost, I would like to thank God almighty who has been given His blessing to the writer to complete this thesis entitled “**Green Housekeeping Implementation for Environment Sustainability at Novotel Bali Ngurah Rai Airport**”.

In preparation of this thesis, the writer experienced several obstacles and difficulties, however these obstacles and difficulties were able to be handled properly. Thanks to the help and guidance whom extended by several parties in order this thesis can be completed on time. By this opportunity, the writer would like to thanks:

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For that with all humility the writer expects some critics and suggestions especially from readers and hope that this thesis could be beneficial for the study as well as development of tourism industry.

Badung, August 2022

The Writer

ABSTRACT

GREEN HOUSEKEEPING IMPLEMENTATION FOR ENVIRONMENT SUSTAINABILITY AT NOVOTEL BALI NGURAH RAI AIRPORT

I Made Juli Adhi Putra

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Penelitian ini bertujuan untuk menganalisis implementasi green housekeeping terhadap kelangsungan lingkungan pada Novotel Bali Ngurah Rai Airport. Metode pengumpulan data menggunakan metode observasi, wawancara, dan kuesioner. Wawancara dilakukan kepada manajemen staff Novotel Bali Ngurah Rai Airport, sedangkan kuesioner dibagikan kepada 17 orang staff Housekeeping Novotel Bali Ngurah Rai Airport. Analisis yang digunakan adalah analisis deskriptif kualitatif. Hasil penelitian menunjukkan bahwa green housekeeping telah diimplementasikan dengan baik setiap harinya dan kelangsungan lingkungan dapat terjaga. Penulis berharap hasil penelitian ini dapat bermanfaat bagi pengembangan green housekeeping di industry perhotelan.

Kata kunci : Implementasi, Green Housekeeping, Environment Sustainability, Novotel Bali Ngurah Rai Airport

ABSTRACT

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This research is intended to analyse the implementation of green housekeeping for environment sustainability at Novotel Bali Ngurah Rai Airport. The method of collecting data are observation, interview and questionnaire. Interview were conducted with key management staff of Novotel Bali Ngurah Rai Airport, while questionnaire was distributed to 17 persons of housekeeping staff of Novotel Bali Ngurah Rai Airport. The analysis used is descriptive qualitative. The result of the research indicate that green housekeeping has been implemented well on day to day basis and support environment sustainability. The writer hopes the result of this research could benefit for development of green housekeeping in the hotel industries.

Key words: Implementation, Green Housekeeping, Environment Sustainability, Novotel Bali Ngurah Rai Airport

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CHAPTER I

INTRODUCTION

1.1 Research Background

Hotel is one of the tourism stake holders who plays very important roles in the successful of the tourism development in the region and country in general. There are thousands of hotels with different standard and management procedures. ACCOR is one of the very establish standard for hotels management in the world including in Bali-Indonesia. There are 22 ACCOR properties in Bali such as Mercure Hotels, Pullman Resort Kuta, Sofitel Nusa Dua, Fairmont Sanur, Movenpick Resort & Spa Jimbaran, Ibis Hotels, Novotel Benoa, Novotel Nusa Dua, and Novotel Bali Ngurah Rai Airport.

Novotel Bali Ngurah Rai Airport is an airport hotel in Bali managed based on ACCOR standard located at I Gusti Ngurah Rai International Airport. Novotel Bali Ngurah Rai Airport consist of some department such as Room Division, Finance Division, Human Resources Division, Food & Beverage Division, Sales & Marketing Division, Engineering Division, IT Division and Security Division.

The ACCOR has been a committed group for many years, and has constantly worked to redefine boundaries. The Planet 21 programme demonstrates the Group's ambitious goals, based around four strategic priorities: work with its employees, involve its customers, innovate with its partners and work with local communities. Two key issues to tackle will be food and buildings. This programme in line with United Nation established United Nation Environmental Programme (UNEP) as

proved how countries in the world are paying attention on the environmental and sustainability of the earth. It also implemented in Indonesia generally, especially Bali as a province who take a serious attention. It is regulated based on Bali Governor's regulation (*PERGUB*) Number 97 Year 2018 regarding restriction of usage one-use plastic causing trash.

Novotel Bali Ngurah Rai Airport as one of ACCOR property in Bali also implementing Planet 21 ACCOR programme and Bali Governor's regulation to support green hotel management. Every department at Novotel Bali Ngurah Rai Airport are implementing green hotel management including Room Division Department. Room Division is managing operational of front office, housekeeping and recreation (studio room, spa, gym, roof top and premier lounge).

Although, each department including their sections at Novotel Bali Ngurah Rai Airport has been implementing green hotel management based on ACCOR Planet 21 standard, housekeeping is become one of the sections who provide high contribution for green hotel management with their programme "green housekeeping".

Housekeeping section contributing in successful of green hotel implementation such as related towel, water, energy, amenities, paper and plastic product, using eco-certified cleaning product, use of LEDs lights bulbs, etc. Implementation of green housekeeping is interesting to be analysed how far this section could contribute with environment and sustainability considering a lot of action can be taken by this section however the guidance established by ACCOR might not be maximumly implemented. Therefore, writer is interested conducting

researched under the title "Green Housekeeping Implementation for Environment Sustainability at Novotel Bali Ngurah Rai Airport".

1.2 Problems of The Research

1. How is the green housekeeping implementation for environment sustainability at Novotel Bali Ngurah Rai Airport including the gap between the fact and guidance?
2. What is the obstacle during implementing green housekeeping for environment sustainability at Novotel Bali Ngurah Rai Airport?

1.3 Purpose of The Research

The purpose of the writer to do this research are:

1. To analyze green housekeeping implementation for environment sustainability at Novotel Bali Ngurah Rai Airport.
2. To find out the obstacle during implementing green housekeeping for environment sustainability at Novotel Bali Ngurah Rai Airport.

1.4 Benefits of The Research

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

1. Theoretical Benefits
 - a. The writer can contribute to science, especially in the implementation of green housekeeping management in the housekeeping department to achieve guest satisfaction in the tourism sector.

- b. The writer can actively contribute in providing the right solution to the hotel in order to keep the hotel sustainable and successful.

2. Practical Benefits

- a. For the hotel, this research can be used as a reference and a strategy to maximize the implementation of green housekeeping management to achieve guest satisfaction.
- b. For the students, this research can be used as a reference for compiling related research.
- c. For the campus, this research can add research references and improve the curriculum in accordance with the needs of industry.

CHAPTER V

CONCLUSION AND SUGGESTION

Based on the research conducted in Novotel Bali Ngurah Rai Airport, the writer could provide conclusion and suggestion as below

5.1 Conclusion

The research regarding implementation of green housekeeping for environment sustainability at Novotel Bali Ngurah Rai Airport could be concluded that green housekeeping is implemented at Novotel Bali Ngurah Rai Airport with evident such as using eco-friendly room amenities (soap, shower gels and shampoo), using eco-certified cleaning product, using certified eco-label for linens, sheets, duvet covers and towels, recycle bottle and no longer plastic cups, eliminate paper usage in room, water efficiency using standard water flow rate in taps, toilets and showers, energy efficiency such as LEDs lights and automatic energy metering using magnetic key card, amenities container certified with biodegradable, noise pollution control with sound prove in each room and promoting towels and linens change reduction for supporting corporate social responsibility.

This green housekeeping implementation related with the guest for their satisfaction and comfort during staying in Novotel Bali Ngurah Rai Airport. They are also contributing for the implementation especially on water and energy efficiency as Novotel promoting it to them by placing notice as mentioned in appendix 4 of this thesis.

The green housekeeping implementation index result based on questionnaire to 17 personnel involve in housekeeping concluded the result at 3.533 which fall under Likert Scale result 3 (Implemented).

Novotel Bali Ngurah Rai Airport is facing some obstacle to achieve the implementation of green housekeeping. The biggest factor affecting successful of implementation of green housekeeping at Novotel Bali Ngurah Rai Airport is related with cost or budget of the hotels. Consider the price of eco-certified product is more expensive compare with non-certified product, it also related to cost of import for product not available in Indonesia consider not much supplier available in Indonesia. Staff awareness also become another affecting factor especially related staff understanding on green housekeeping and also communication between managements and staff vice versa including staff training related with green housekeeping and green hotels in general.

Green housekeeping in hotel industries is playing an important role to support environment sustainability. As conclusion, writer confident with implementation of green housekeeping implemented by Novotel Bali Ngurah Rai Airport and it could contribute to the environment sustainability.

5.2 Suggestion

Although Novotel Bali Ngurah Rai Airport has identified on their ACCOR Planet 21 program regarding changing of dispenser for amenities (soap, gels, shampoo) become one dispenser and its re-fillable compare current bio-degradable container, this initiative will reduce cost of amenities while to change to this re-fill dispenser model will have significant cost at the initial process. Same for changing

current magnetic key card to natural product such as bamboo or wood has been planned in 4th quarter 2022.

The writer could provide another suggestion for Novotel Bali Ngurah Rai Airport as below:

1. Provide staff award for the achievement of green housekeeping initiative. This could be communicated thru monthly communication briefing or staff/management consultation meeting to increase staff awareness and recognition for the staff who consistently implementing green housekeeping thru ACCOR Planet 21 Guide.
2. Prepare better budget allocation and determine priority level for implementing green housekeeping.
3. Provide automatic metering water at room similar to public area using hand sensor which will reduce amount of water in room. Thi also will avoid the potential of guest forgot to turn-off the water tap.

Another suggestion by the writer for the next researcher is to conduct research related correlation for green housekeeping implementation with guest satisfaction in Novotel Bali Ngurah Rai Airport

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