

THESIS

**IMPLEMENTATION OF ECO GREEN IN BUTLER
DEPARTMENT AT THE ST. REGIS BALI RESORT**



POLITEKNIK NEGERI BALI

I KETUT PASEK DIRGAYUSA

**JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI
BADUNG
2022**

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am ready to bear the risk or any sanctions impose to me in accordance with
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THESIS

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This Thesis is put forward as one of the requirements for compiling an Applied
Bachelor Thesis in Politeknik Negeri Bali



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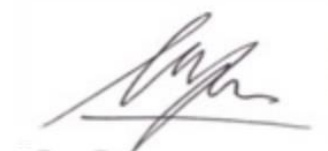
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PREFACE

Praise and gratitude for the author, for the presence of the Almighty God, because for His blessings and grace, this thesis entitled “**Implementation of Eco green in Butler Department at The St. Regis Bali Resort**” i can be completed on time.

In the preparation of this thesis, the writer experienced several obstacles and difficulties faced, but these obstacles and difficulties were faced by the writer very well thanks to the help and guidance of several parties who have helped the author in completing this Research Proposal on time, for that through this opportunity The writer would like to thank:

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Badung, Agustus 2022

The Writer.

ABSTRAK

IMPLEMENTATION OF ECO GREEN IN BUTLER DEPARTMENT AT THE ST. REGIS BALI RESORT

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Penelitian ini bertujuan untuk mengidentifikasi manfaat yang didapat dari penerapan Eco Green di Butler department di St. Regis Bali Resort dan peningkatan apa yang didapat dari implementasi dibandingkan sebelum Eco Green diterapkan. Metode pengumpulan data berupa observasi, wawancara, dokumentasi, dan angket; sehingga akan lebih mudah untuk dipahami dan juga berguna untuk mencari solusi dari permasalahan yang berkaitan dengan penelitian. Data yang terkumpul kemudian dianalisis menggunakan Analisis Kualitatif. Analisis dalam penelitian ini dilakukan melalui proses pengumpulan dan penyusunan data melalui penetapan informan, observasi, dan dokumen lain yang terkait dengan penerapan eco green di Butler Department di The St. Regis Bali Resort. Penerapan eco green di butler department di The St. Regis Bali Resort dilaksanakan dengan sangat baik dan memiliki hubungan yang sangat erat. Berdasarkan hasil wawancara dan observasi, dengan 5 pernyataan menggunakan distribusi frekuensi, dapat disimpulkan bahwa 27 informan menyatakan bahwa penerapan eco green di butler department sudah dilaksanakan dengan sangat baik dalam operasional sehari-hari di butler department. Penerapan eco green yang tepat di butler department di The St. Regis Bali Resort, seperti: (a) Menggunakan kertas daur ulang dan meminimalkan pencetakan, menggunakan aplikasi WA; (b) Matikan peralatan elektronik sesering mungkin dan cabut kode peralatan elektronik yang tidak digunakan dalam jangka waktu lama; (c) Membeli fasilitas tamu dalam jumlah yang banyak, selain bisa mendapatkan harga yang lebih terjangkau, limbah yang dihasilkan juga lebih sedikit; (d) Menyediakan peralatan makan dan minum yang ramah lingkungan yang terbuat dari kertas sebagai pengganti plastik atau styrofoam; (e) Pisahkan tempat sampah menjadi 2 tempat sampah yang berbeda 1. Tempat sampah basah untuk sisa makanan dan 2. Tempat sampah kering untuk kertas, kotak dan sampah lainnya. Berdasarkan pembahasan dapat direkomendasikan bahwa Butler of The. St. Regis Bali Resort harus secara konsisten memperhatikan indikator dan pernyataan, karena indikator dan pernyataan ini nantinya akan membantu departemen untuk dapat menerapkan eco green di butler department dengan sangat baik untuk menjaga lingkungan, menghemat energi, dan memberikan pelayanan terbaik kepada tamu saat menginap di The St. Regis Bali Resort.

Kata kunci: Eco Green, Green Tourism, Butler Service, Lingkungan.

ABSTRACT
IMPLEMENTATION OF ECO GREEN IN BUTLER DEPARTMENT
AT THE ST. REGIS BALI RESORT

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This study aims to identify the benefit that come from implementing Eco Green in Butler department at the St. Regis Bali Resort and what improvements came from the implementation compared to before Eco Green was implemented. Data collection methods are in the forms of observations, interviews, documentation, and questionnaires; hence it will be easier to understand and also useful for finding solutions of problems regarding the research. The collected data then analysed using Qualitative Analysis. The analysis in this research was carried out through the process of collecting and compiling data through the informant determination, observations, and other documents related to the implementation eco green in Butler Department at The St. Regis Bali Resort. The implementation eco green in butler department at The St. Regis Bali Resort is very well implemented and has a very close relationship. Based on the results of interview and observation, with 5 statements using frequency distribution, it can be concluded that 27 informants stated that the implementation eco green in butler department has been implemented very well in the daily operations in the butler department. The appropriate implementation eco green in butler department at The St. Regis Bali Resort, such as: (a) Using recycles paper and minimised printing, using WA application: (b) Turn off the electronic equipment as often as possible and unplug the code the electronic equipment that is not in use for long term; (c) Purchase guest's amenities in bulk, besides being able to get a more affordable price, the waste produced is also less; (d) Provide eco-friendly tableware and drinking utensils made of paper instead of plastic or Styrofoam; (e) Separate the trash into 2 different trash bins 1. Wet trash can for food waste and 2. Dry trash for paper, boxes and other trash. Based on the discussion it can be recommended that the Butlers of The. St. Regis Bali Resort must consistently pay attention with the indicators and statements, because these indicators and statements will later help department be able to implement eco green in butler department very well to keeping the environments, saving energy, and provide the best service to the guests when staying at The St. Regis Bali Resort.

Keywords: Eco Green, Green Tourism, Butler Service, Environments.

TABLE OF CONTENTS

Contents	Page
COVER	i
TITLE OF PAGE OF THESIS TITLE	ii
STATEMENT OF ORIGINALITY	iii
PAGE OF THESIS SUBMISSION	iv
PAGE OF THESIS APPROVAL.	v
PAGE OF THESIS EXAMINATION AND VALIDATION	vi
PREFACE	vii
ABSTRAK	x
ABSTRACT	xi
TABLE OF CONTENTS	xii
LIST OF TABLES	xiii
LIST OF FIGURES	xiv
LIST OF APPENDIX	xv
CHAPTER I INTRODUCTION	1
1.1. Research Background	1
1.2. Problem Identification	2
1.3. Purpose of Research	2
1.4. Benefits of Research	3
CHAPTER II LITERATURE REVIEW	6
2.1. Theoretical Basis	6
2.1.1 Hotel	6
2.1.2 Green Hotel	7
2.1.3 Eco Green	8
2.1.4 Butler	10
2.2. Previous Results of Research	12
CHAPTER III RESEARCH METHOD	18
3.1. Research Location and Period	18
3.2. Research Object	18
3.3. Variable Identification	18
3.4. Definition of Operational Variable	19
3.5. Types and Sources of Data	20
3.6. Method of Collecting Data	21
3.7. Informan Determination Method	22
3.8. Data Analysis Technique	23

CHAPTER IV RESULT AND DISCUSSION.....	26
4.1. General Description of The St. Regis Bali Resort	26
4.1.1 Brief History of The St. Regis Bali Resort	26
4.1.2 Business Field	28
4.1.3 Hotel Facilities	28
4.1.4 Room Types	38
4.1.5 Organisational Structure of Butler Department	45
4.2. Result and Discussion	51
4.2.1 The implementation of eco green in Butler Department at The St Regis Bali Resort.....	52
4.2.2 The Appropriate Implementation of Eco Green in Butler Department at The St Regis Bali Resort.....	62
CHAPTER V CONCLUSION AND SUGGESTION	69
5.1. Conclusions	69
5.1. Suggestions	70
REFERENCES.....	71
APPENDIXES	72

LIST OF TABLES

Contents	Page
Table 4.1. Type of Rooms	45
Table 4.2 Statement 1: Reduce Paper Usage	53
Table 4.3 Statement 2: Unplug the power cord when not in use	55
Table 4.4 Statement 3: Buying things in bulk.....	58
Table 4.5 Statement 4: Using eating and drinking utensils.....	60
Table 4.6 Statement 5: Separating Organic and Non-Organic Waste	62

LIST OF FIGURES

Contents	Page
Figure 4.1. The St. Regis Butler Service.....	29
Figure 4.2. Suite and Villa Private Dining.....	29
Figure 4.3. Bathroom layout	30
Figure 4.4. St. Regis aerial layout.....	30
Figure 4.5. Iridium Spa	31
Figure 4.6. Cloud Nine Chapel	33
Figure 4.7. Paddle Board Yoga.....	34
Figure 4.8. The St. Regis Beach.....	34
Figure 4.9. Swimming Lagoon and Pools.....	35
Figure 4.10. Children Learning Centre	35
Figure 4.11. Kayu Puti Restaurant	36
Figure 4.12. Boneka Restaurant.....	37
Figure 4.13. Dulang Restaurant	39
Figure 4.14. Gourmand Deli Restaurant	40
Figure 4.15. King Cole Bar.....	41
Figure 4.16. Vista Bar.....	41
Figure 4.17. St. Regis Suite 1 Bedroom Studio Suite, 1 King, Balcony Source: The St. Regis Bali Resort Website, 2021’	42
Figure 4.18 St. Regis Suite 1 Bedroom Studio Sui Source: The St. Regis Bali Resort. ...	43
Figure 4.19. St. Regis Ocean View Suite 1 Bedroom Studio Suite Source: The St. Regis Bali Resort Website, 2021	44
Figure 4.20. St. Regis Orchid Suite Source: The St. Regis Bali Resort Website, 2021	44
Figure 4.21. St. Regis Pool Suite King Source: The St. Regis Bali Resort Website, 2021	45
Figure 4.22. St. Regis Pool Suite Twin Source: The St. Regis Bali Resort Website, 2021	45
Figure 4.23. Gardenia Villa Source: The St. Regis Bali Resort Website, 2021.....	46
Figure 4.24. Lagoon 1 Bedroom Source: The St. Regis Bali Resort Website, 2021	46
Figure 4.25. Lagoon 2 Bedroom Source: The St. Regis Bali Resort Website, 2021	47
Figure 4.26. Strand Villa Source: The St. Regis Bali Resort Website, 2021	48
Figure 4.27. Grand Astor Suite Source: The St. Regis Bali Resort Website, 2021	48
Figure 4.28. Strand Residence	49
Figure 4.29. Organization Chart of Butler Department	51
Figure 30. Digital Technology	59
Figure 31. Coffee machine / Toaster.....	62
Figure 32. Stock Amenities.....	65
Figure 33. Eating and Drinking utensils	67
Figure 34. Trash Bin in Homebase	69

LIST OF APPENDIX

Contents	Page
Appendix 1 Interview Guideline	
Appendix 2 Informant List	
Appendix 3 Documentation interview with the informants.	
Appendix 4 Summary of interview result	

CHAPTER I

INTRODUCTION

1.1. Research Background

Tourism is the most important sector for the life of Indonesian people. At present, the development of the tourism sector is very fast, this is evidenced by the numbers of tourism facilities and infrastructure that are growing rapidly throughout Indonesia, such as: accommodation, restaurants, transportation services, spa, money changers, tourism objects, and other facilities. Based on The National Tourism Statistics Balance (Napernas) 2014, there has been a significant increase in domestic and foreign tourists by an average of 3-5% per year and it is targeted that in the following years it is 20 million tourists or more.

Bali is one of the best tourist destinations in Indonesia and even in the world. With its attractiveness and potential, Bali Island is very worthy as one of the best tourist destinations in Indonesia and even in the world and is able to answer the government's targets optimistically and optimally, this is evidenced by the development of accommodation that is growing very rapidly in this region. This is based on environmentally friendly and Balinese culture. One form of accommodation needed by tourists to support these targets is hotel. Hotel is a company or industry that is managed commercially by its owner by providing dining, beverage, room facilities and other facilities to people

traveling or public and is able to pay a reasonable amount and in accordance with the services received by guests without there is a special or binding agreement (Sulastiyono, 2011:5). Actually in Butler Department at The St Regis Bali Resort Butler has responsible to set up straw and stirrer in suites and villas as our brand standard. We also provide take away breakfast for our guest who has not time to get breakfast in restaurant or room due to their activities too early. Currently, to accommodate the needs of tourists, in Butler Department at The St Regis Bali Resort already changed some items from plastic to paper or wood for example plastic straw and plastic stirrer we changed to paper straw and bamboo stirrer and also plastic take away box changed to paper take away box. To reduce paper usage butler always use recycle paper for personal or internal note. We always unplug all devise or electric thing that not use. And all trash that butler clear up from suite or villa always separated into organic and an-organic trash bin in butler pantry. Other Hotels in Bali are also starting to implement environmentally friendly accommodation management, due to environmental conditions that are getting more apprehensive every day. This accommodation is related to the provision of hotel rooms that are owned by each hotel. Based on the background above, the writer is interested in researching “Implementation of Eco Green in Butler Department at The St. Regis Bali Resort”.

1.2. Problem Identification

Based on the research background above, the problem identification formulations that can be made by the writer are as follows:

1. How is the implementation of eco green in Butler Department at The St Regis Bali Resort?
2. How is the eco green improving butler service at The St. Regis Bali Resort?

1.3. Purpose of Research

Based on the problem identification above, the purpose of research formulations that can be made by the writer are as follows:

1. To identify the benefit that come from implementing eco green in Butler department at the St. Regis Bali Resort.
2. To identify the improvements coming from eco green in Butler Department at The St. Regis Bali Resort.

1.4. Benefits of Research

The benefits of this research that can be made by the writer are as follows:

1.4.1 Theoretical Benefit

1. The theoretical benefits are useful for developing knowledge and insights that can be used for further research and the implementation of the theories that have been obtained from the campus then adjusted to industrial conditions.
2. The writer can actively contribute in providing the right solution to the hotel in order to keep the hotel sustainable and successful.

1.4.2 Practical Benefits

1. For Writer

The writer can adjust the knowledge and skills acquired during lectures and compare them with the real industry conditions so as to gain new knowledge and experience.

2. For the Politeknik Negeri Bali

This research can be used as the latest reference material in order to update the state of the industry which is then expected to meet the needs of the industry in the future.

3. For The St. Regis Bali resort

This research is expected to encourage guests not to wash towels or change bed linen every day, use a door lock that can turn the lights on and off automatically, use a dispenser for shampoo and soap or use used water to watering plants, is the hotel's effort to save energy and protect the environment.

CHAPTER V

CONCLUSION AND SUGGESTION

4.1. Conclusions

Based on the results of the discussion that has been done before, the conclusions can be described, such as:

1. The implementation of eco green in butler department at The St. Regis Bali Resort is very well implemented and has a very close relationship. Based on the results of interview and observation, with 5 statements using frequency distribution, it can be concluded that 27 informants stated that the implementation of eco green in butler department has been implemented very well in the daily operations in the butler department.

2. The proper implementation of eco green in butler department at The St. Regis Bali Resort, such as: (a) Using recycles paper and minimised printing just the necessary thing and, internal communication and information maximalist with WA application: (b) Turn off the electronic equipment as often as possible and unplug the code the electronic equipment that is not in use for long term; Purchase guest's amenities that can keep for long term in bulk, besides being able to get a more affordable price, the waste produced is also less; (c) Provide eco-friendly tableware and drinking utensils made of paper instead of plastic or Styrofoam (d) The eating and drinking utensils that The St Regis Bali Resort use as an alternative for Styrofoam, such as paper lunch boxes, wooden cutleries, paper take away cup,

paper straws and a bamboo stirrer; (e) Separate the trash into 2 different trash bins

1. Wet trash can for food waste and 2. Dry trash for paper, boxes and other trash.

4.2. Suggestions

Based on the conclusions above, the suggestion that can be conveyed is the Butlers of The. St. Regis Bali Resort are strongly recommended consistently pay attention with the indicators and statements, because these indicators and statements will later help department be able to implement eco green in butler department very well to keeping the environments, saving energy, and provide the best service to the guests when staying at The St. Regis Bali Resort.

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