

**GREEN HOTEL IMPLEMENTATION  
BASED ON ASEAN GREEN HOTEL STANDARD  
AT INFINITY8 BALI**



**POLITEKNIK NEGERI BALI**

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**TOURISM DEPARTMENT  
POLITEKNIK NEGERI BALI  
BADUNG  
2022**

**Thesis**

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POLITEKNIK NEGERI BALI

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GREEN HOTEL IMPLEMENTATION  
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AT INFINITY8 BALI

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Badung, July 2022

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**GREEN HOTEL IMPLEMENTATION  
BASED ON ASEAN GREEN HOTEL STANDARD  
AT INFINITY8 BALI**

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Degree of Applied Bachelor Politeknik Negeri Bali



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**THESIS**

**GREEN HOTEL IMPLEMENTATION  
BASED ON ASEAN GREEN HOTEL STANDARD  
AT INFINITY8 BALI**

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AT INFINITY8 BALI**

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Badung, February 2022

The Writer



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**ABSTRACT**

Hotels are one of many industries that contribute waste and emissions in large amounts. The result of waste and emissions have an impact on the surrounding environment which is in the end impact on global warming. This study aims to analyze the implementation of green hotels based on the Association of Southeast Asian Nations (ASEAN) green hotel standards at Infinity8 Bali. The data collection method used was by distributing questionnaires to 27 respondents and interview hotel's staff which directly involved in the implementation of green hotels. The data analysis method is descriptive statistics analysis by calculating the average and percentage of the questionnaire results. The results of the interviews were described as a reinforcement and explanation of the percentage results obtained from the questionnaire. The results show that Infinity8 Bali has implemented a green hotel based on the standards made by ASEAN. Green hotel implementation criteria in Infinity8 Bali based on ASEAN standards have 11 variables. The percentage value of the questionnaire results shows a value of 61% - 80% with an appropriate implementation level and a value of 81% - 100% with a very appropriate implementation level. Not all aspects of the ASEAN green hotel standard are carried out thoroughly due to several limitations and constraints such as lack of knowledge, limited space/land, and limited costs. Lack of knowledge causes fewer effective decisions made in implementing green hotel standards.

Keywords: implementation, green hotel, ASEAN green hotel standard, Infinity8

Bali

**IMPLEMENTASI GREEN HOTEL**  
**BERDASARKAN ASEAN GREEN HOTEL STANDAR**  
**DI INFINITY8 BALI**

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**ABSTRAK**

Hotel termasuk salah satu industri penyumbang limbah dan emisi dalam jumlah banyak. Limbah dan emisi yang dihasilkan berdampak pada lingkungan sekitar yang berakibat pada pemanasan global. Penelitian ini bertujuan untuk mengetahui implementasi hotel hijau berdasarkan *Association of Southeast Asian Nations* (ASEAN) *green hotel standard* di Infinity8 Bali. Metode pengumpulan data yang digunakan dalam penelitian ini adalah dengan menyebarkan kuesioner kepada 27 responden dan mewawancarai staff hotel yang terlibat langsung dalam implementasi dari hotel hijau. Metode analisis data yang digunakan adalah analisis statistik deskriptif yaitu dengan menghitung rata-rata dan persentase dari hasil kuesioner. Hasil wawancara dideskripsikan sebagai penguat dan penjelasan dari hasil persentase yang didapat dari kuisisioner. Hasil penelitian menunjukkan bahwa Infinity8 Bali sudah mengimplementasikan hotel hijau berdasarkan standar yang dibuat oleh ASEAN. Implementasi dari hotel hijau di Infinity8 Bali berdasarkan standar ASEAN memiliki 11 variabel. Nilai persentase dari hasil kuesioner menunjukkan rentang nilai 61% - 80% dengan level implementasi sesuai dan rentang nilai 81% - 100% dengan level implementasi sangat sesuai. Tidak semua aspek kriteria hotel hijau berdasarkan standar ASEAN dilakukan secara menyeluruh karena beberapa keterbatasan dan kendala seperti kurangnya pengetahuan, keterbatasan ruang/lahan, dan keterbatasan biaya. Kurangnya pengetahuan menyebabkan lebih sedikit keputusan efektif yang dibuat dalam menerapkan standar hotel hijau.

Kata Kunci: implementasi, hotel hijau, standar hotel hijau berdasarkan ASEAN, Infinity8 Bali

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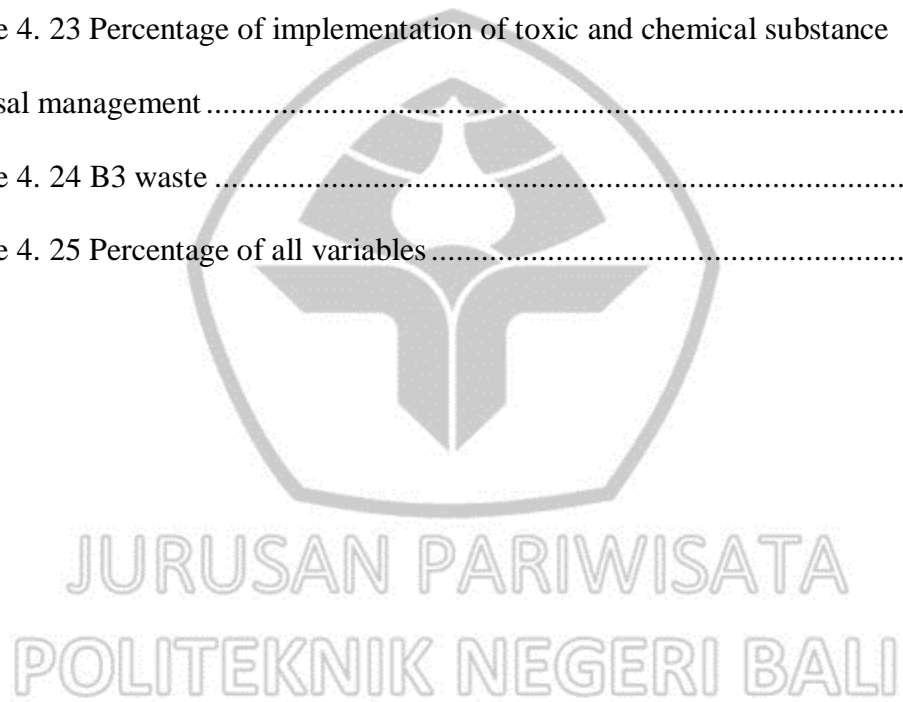


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## **APPENDICES**

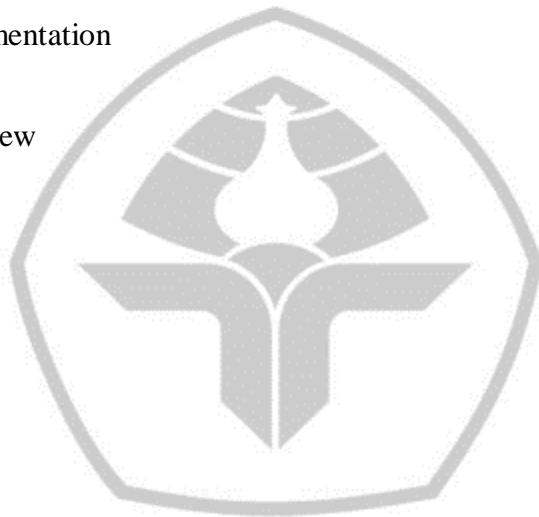
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# CHAPTER I

## INTRODUCTION

### 1.1 Background

Hotel business is a business that provide an accomodation for rooms on the building that equipped with food and beverage services, entertainment activities and/or other facilities for daily on the purpose to get a profit (Menteri Pariwisata dan Ekonomi Kreatif Republik Indonesia, 2013). The operationals of hotel business have an impact to the environment both directly and indirectly. The example of directly impact is trash from food and drink products and example of indirectly impact is the emission from AC, refrigerator, mini bar and freezer. The emission have a big impact to increases in concentrations of greenhouse gases in the atmosphere and it cause the polar ice caps to melt. The Intergovernmental Panel on Climate Change (IPCC) publishes the results of research by scientists from various countries. The results of the study noted that during 1990 - 2005 there has been an increase in temperature in all parts of the earth by 0.15° C to 0.3° C. IPCC estimates that the earth's temperature will increase by 1.6° C – 4.2° C until 2050 or 2070. Scientists predict further warming of up to 1.4 C – 5.8 C by 2100. This increase in temperature will result in melting of polar ice caps resulting in an increase in the volume of sea water and raising its surface by about 9 – 100 cm (4 - 40 inches). This causes flooding in beach areas and can even submerge islands (Sulkan, 2020). The table below is an emission and effluent from hotel activities.

**Table 1.1 The emission and effluent in hotel operations**

INPUT	OUTPUT
Energy: Electricity, Fuel	Emission: HCs, CO <sub>2</sub>
Cooler: AC, freezer, refrigerator, mini bar	Emission: CFCs, HCs
Water: Drinks, cleaning, living room, laundry, swimming pool, spa	Effluent: Effluent from the bathroom and the kitchen, the water that contaminated material, detergent cleaner, "chlorine" from the leftover of the pool cleaner.
Tool and equipment: Electrical equipment, furniture	Emission and trash: Plastic, wood, metal, glass, glue, paint, toxic and hazardous waste and the wrapper
Consumables Detergents and cleaning agents, toilet paper, fertilizers and pesticides, office equipment, food & beverage, trash organic, wrapper trash, aluminum bottles, trash cans, glass bottles.	Emission and trash: Packaging waste such as paper, glass bottles, plastic bottles, paint, fertilizer waste, pesticides, batteries, light bulbs.

Source: (Kementerian Pariwisata Republik Indonesia, 2016)

Based on the table above, we can see the output from hotel's activities are emission, trash and effluent. In view of these environmental impacts, coupled with rising green consumerism and concerns about climate change, pressure has been mounting on hotels to adopt more environmentally-friendly and sustainable tourism practices. Many hotels, mostly in the developed world have yielded to these calls and are embarking on various environmental management programmes and activities. Hotel companies have been involved in the formulation and implementation of environmental policies and programmes leading to pollution prevention, waste minimization, climate change mitigation, environmental health

risk minimization, cost savings, market positioning and improvement in the wellbeing of host communities among other ends.

The award that hotels can get if implemented the environmentally friendly in hotel is by giving certification of green hotel in various regions of the world aimed at improving the implementation of green hotel. For instance hotel eco-certifications, Green Globe Certification, Green Tourism Active, Leadership in Energy and Environmental Design (LEED), ASEAN Green Hotel, up to international-class professional organizations have participated in promoting the implementation of environmentally friendly hotels such as the UNEP (United National Environmental Program), the WTO (World Tourism Organization), WWF (World Wildlife Fund), and Green Star Rating System developed by the Australian Building Council. Indonesia has a green hotel certification from Minister of Tourism and Creative Economy. The standardization of green hotel based on Minister of Tourism and Creative Economy has 14 policies of green hotel standard that related to environmentally friendly and regulation of hospitality industry compliance. The policies of Minister of Tourism and Creative Economy tend to stakeholder that want to make hotel from beginning because some of policies are control about the available land that used for the building and environmentally friendly materials policy that used for the hotel. The green hotel standard based on ASEAN is tend to the hotel that already exist and in operation. The general criteria based on ASEAN green hotel standard is suitable for this research because of term and condition in the research location.

Hotels which have conducted and implemented green hotel standard will get the green hotel award certification from Minister of Tourism and Creative Economy through verification and evaluation process by the jury. After passed the verification and evaluation process, the jury will crosscheck the hotels directly. This award will be used as reference to determine 10 of all hotels from 4 stars and 5 stars hotel that passed selection as representatives of Indonesia to get awards at the ASEAN level (Minister of Tourism and Creative Economy, 2011). In most current news, mentioned that the competition will be tighter among the hospitality business, especially in the ASEAN region. This has then, led to the creation of environmentally-friendly hotel standards or “Green Hotel Standard” in the ASEAN region. The competition can be seen by the number of hotels to get ASEAN green hotel award. In 2012-2014, Indonesia has 10 hotels get ASEAN green hotel recognition and decrease in 2018-2020 becomes 6 hotels. There are 6 hotels in Indonesia get ASEAN green hotel recognition awards 2018-2020 (ASEAN Tourism Forum, 2018), namely:

1. Villa Langka Boutique Hotel
2. Hyatt Regency Yogyakarta
3. Prime Plaza Hotel
4. The Dharmawangsa Jakarta
5. Melia Purosani Yogyakarta
6. Turi Beach Resort

The hotel that passed selection to green hotel get 2 green hotel award certificates, first is green hotel award from Minister of Tourism and Creative

Economy and second is ASEAN green hotel award. To get a certification of green hotel both from Minister of Tourism and Creative Economy, and from ASEAN, Infinity8 Bali has to implemented the green hotel concept based on green hotel standard.

To be able to compete in the ASEAN region, Indonesia needs to apply the green hotel concept in accordance with ASEAN criteria. Infinity8 Bali can take part in this to get green hotel certification from ASEAN by implementing the green hotel concept in hotel management. According to these problems, the writer raised the title in this research,” Green Hotel Implementation Based on ASEAN Green Hotel Standard at Infinity8 Bali”.

### **1.2 Problems identification**

How is the implementation of green hotel based on ASEAN green hotel standard at Infinity8 Bali?

### **1.3 Purpose of the research**

To analyze the implementation of green hotel based on ASEAN green hotel standard at Infinity8 Bali.

### **1.4 Significance 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. Theoretical Significances

Theoretically, this research is expected to provide additional information to support green hotel concept related to ASEAN green hotel standard implementation in a hotel organization.

## 2. Practical Significances

As for the practical benefits of this research are as follows:

### a. To Industry

Practically, the result of this research is expected to be useful advice and guidelines to the tourism industry especially hospitality industry in terms of an appropriate implementation green hotel concept.

### b. To Politeknik Negeri Bali

The result of this research can be useful for the Tourism Department as the source for all the students who need more knowledge and reference about green hotel concept based on ASEAN green hotel standard.

### c. To Writer

This research will be useful for the writer in order to making a thesis as a requirement in completing the Diploma IV of Tourism Business Management Program, Tourism Department, Politeknik Negeri Bali. Also, it will become a knowledge for the writer about the green hotel concept in hospitality industry.



## **CHAPTER II**

### **LITERATURE REVIEW**

#### **2.1 Theoretical Framework**

Theoretical framework is important in compiling this research. This theoretical framework is a simple summary of the important information of the sources which will be used as the guidance to support this research. Theoretical framework is a fundamental background which makes this research theoretically accurate, formal and rational. Those theories are as follows:

##### **2.1.1 Hotel**

Hotel is an industry or service business that managed commercially (Krestanto, 2019). Hotel is an accommodation that provide the facilities and services during stayed, food and beverage, and other services to the people who stayed for a while and managed professionally (Sudarso, 2016). This business is engaged in accommodation that is managed professionally in order to generate profits by providing lodging services, food, drinks, and other facilities (Utama, 2014). Hotel is a temporary stopover for tourists, including room service and food and beverage service, the most important thing of a hotel product is human resource in the form of services (Yuniati, 2021)

### 2.1.2 Green hotel implementation

Implementation is led to activities, actions or the existence of a system mechanism, implementation is not just an activity, but a planned activity and to achieve the objectives of the activity (Usman, 2002). Implementation is the expansion of activities that mutually adjust the process of interaction between goals and actions to achieve them and need an effective network of bureaucratic implementers (Setiawan, 2004). That it can be concluded that implementation is a planned activity, not just an activity and is carried out seriously based on the reference to certain norms to achieve the objectives of the activity.

Green hotels are hotels that use and have goods that are environmentally friendly where hotel managers have programs to save water, save energy, and reduce waste from hotel activities to help protect the earth (Putri, 2020).

Green hotel places more emphasis on environmental values and land conservation in daily activities and focuses on providing high quality services by optimizing energy, water and other resources and reducing the production of waste and pollutants. One of the keys to the sustainability of the hotel is the implementation of hotel maintenance (Fadjarwati & Nurzakiah, 2021).

Green Hotel, also well-known as an environmentally friendly hotel, is becoming increasingly recognized by consumers. The popularity of green hotels cannot be separated from the spotlight of the increasing environmental impact caused by tourism activities, containing hotels that include: leakage from community income, pollution, environmental degradation, labor problems, overbuilding, energy use, over use of non durable goods, waste disposal that affects

water, soil, and air pollution (Yuniati, 2021). Based on definition of implementation and green hotel above, the writer conclude that green hotel implementation is planned of green hotel activity and action of the planned to achieve the objectives of the activity which is the purpose of the green hotel activity is to keep sustainability and protect the earth.

### **2.1.3 ASEAN green hotel standard**

The ASEAN green hotel standard is an ASEAN initiative dedicated to promoting sustainable tourism practices around the ASEAN. The ASEAN green hotel standard is currently active in all ASEAN. It fosters sustainable tourism through the adoption of the environmentally-friendly and energy conservation; compiling, adapting and creating the tools and training to engage in ASEAN green hotel implementation (ASEAN, 2016).

The standard deals with the following essential elements of professional green hotel operations: environmental plan, green product, human resource and environmental management. A green hotel as defined by this standard is an establishment for the promotion of the environmentally-friendly and energy conservation. This main management consist of engineering department, housekeeping department, front office department, facilities department e.g. A green hotel operation can be modified for many stakeholders such as hotel management, staff, guest, community for make a better cooperation to reach the criteria and success in green management. Table below is the criteria of green hotel based on ASEAN green hotel standard.

**Table 2. 1 Requirement ASEAN Green Hotel Standard**

Major criteria	Requirements - Hotels
1. Environmental policy and actions for hotel operation	1.1 Promotion of environmental activities in order to encourage the involvement of hotel staff, clients and suppliers to participate in environmental management practices.
	1.2 Existence of plan for raising staff to be aware of environment i.e. training.
	1.3 Existence of environmental management plan for hotel operation.
	1.4 Existence of monitoring program for environmental management of hotels.
2. Use of Green products	2.1 Encouragement for the use of local products for hotel operation i.e. food and handicrafts.
	2.2 Encouragement for the use of environmentally friendly products.
3. Collaboration with the community and local organizations	3.1 Existence of plans/ activities to help improve quality of life of the community.
	3.2 Existence of awareness rising programs for local community on environmental protection.
4. Human resource development	4.1 Provision of training programs for operation and management staff on environmental management.
5. Solid waste management	5.1 Introduction of waste management techniques e.g. waste reduction, reuse, recycling, waste separation and composting.
	5.2 Encouragement of the involvement of hotel staff in waste reduction, reuse, recycling, waste separation and composting programme.
	5.3 Encouragement of the involvement of hotel Guest in reuse, recycling, waste separation
6. Energy efficiency	6.1 Introduction of energy saving techniques and / or energy saving technology and equipment for hotel to reduce energy consumption.

	6.2 Installation of meters/equipment to monitor energy consumption.
	6.3 Encouragement of the involvement of hotel Guest in energy saving
7. Water efficiency and water quality	7.1 Introduction of water saving techniques and / or use of water saving technology and equipment to reduce water consumption.
	7.2 Regular maintenance for water saving equipment.
	7.3 Encouragement of the involvement of hotel Guest in water saving.
	7.4 Ensure the quality of water used in the hotel
8. Air quality management (indoor and outdoor)	8.1 Designation of smoking and non-smoking area.
	8.2 Regular monitoring and maintenance for equipment and hotel facilities to ensure the air quality i.e. air conditioning.
9. Noise pollution control	9.1 Existence of noise control program from hotel operation.
10. Waste water treatment and management (water quality)	10.1 The use of mechanisms to prevent water contamination and reduce waste water generation.
	10.2 Promotion of the use of recyclable/grey water in operation i.e. watering trees.
	10.3 Encouragement for an appropriate use of wastewater treatment.
11. Toxic and chemical substance disposal management	11.1 Provision of clear signs for toxic substance.
	11.2 Appropriate hazardous waste disposal management.

Source: ASEAN Green Hotel Standard (2016)

## 2.2 Previous studies

The results of previous researchers are researchers that have relevancy with this research and will be used as a reference in order to complete this research.

There are some previous studies relevant to this study include:

The first research was conducted by Nining Yuniati (2021) entitled “Green Hotel Concept and Practices in Indonesia”. The purpose of this research is review and do an assessment to people i.e the tourists on how the green hotel has been implemented in Indonesia. A simple case study was conducted to confirm the perceptions of both foreign and domestic tourists regarding the practice of green hotels. The research used questionnaires to hotel users related to the perceptions of the hotel’s green practices and number of respondents surveyed are 120 consisting of domestic tourists and foreign tourists. The method used is simple random sampling which is without regard to the strata in the population and every member of the population has the same opportunity to be sampled. The result of this research is foreign tourists are more appreciative and understand about the concept of green hotels, while domestic tourists have the desire or motivation to support the management of environmentally friendly hotels. The background and experience of hotel green accommodation plays an important role in the awareness of tourists on the green values of hotels. Foreign tourists who have more experience compared to domestic tourists tend to be easier to receive while domestic tourists are still hesitant due to lack of experience and understanding of green hotels. The similarity of this research is the practice of green hotel concept that implemented in Indonesia. The differences of this research are the respondent background and purpose of the research.

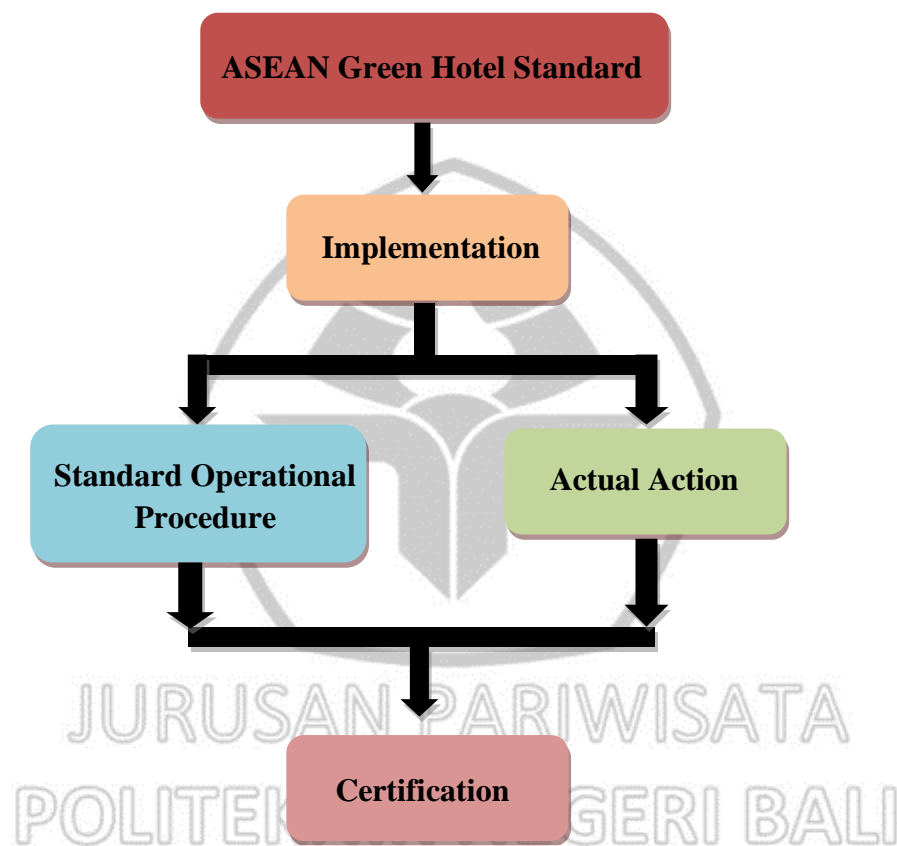
The second was conducted by Florentina Ervinna Arista Putri (2020) entitled “Analisis Implementasi Green Hotel”. The purpose of this research is to find out and obtain information on the implementation of the hotel program at the

Hyatt Regency Hotel Yogyakarta. The research used questionnaires and the respondents are hotel's employees that know information about green hotel. The result of this study is that Hyatt Regency Yogyakarta has implemented a green hotel at a level "very appropriate" in line with green hotels according to the *Panduan dan Pedoman Pelaksanaan Green Hotel* in Indonesia. The percentage of green hotel implementation shows that the overall green hotel implementation implemented by Hyatt Regency Yogyakarta is high, at 84.13% answered "yes" by 5 respondents. These results fall into the "very appropriate" category for the application of green hotels. The similarity of this research is the respondents and analysis method with descriptive statistics by percentage. The difference of this research is the indicator reference on the questionnaires. This research used *Buku Pedoman dan Panduan Pelaksanaan Green Hotel* as a reference.

The third was conducted by N. Fadjarwati1 & N. R. Nurzakiah1 (2021) entitled "Pemeliharaan ramah lingkungan Hotel Mandalawangi Tasikmalaya Berbasis ASEAN Green Hotel Standard". The purpose of this research is to identify the maintenance that has been carried out by the Mandalawangi Hotel, analyze the implementation of the object with green hotel standards, and evaluate which aspects need to be maintained, improved and improved. Hotel Mandalawangi has implemented 59.25% of the ASEAN green hotel standard criteria, meaning that the hotel has implemented at least half of the general requirements. The requirement that has not been implemented is hotel staff training, even though this is an important factor in the success of hotel maintenance implementation. Also, other

general requirements that have not been implemented are cooperation with local that made by Ministry of Tourism.

### 2.3 Conceptual framework



**Figure 2. 1 Conceptual Framework**

Based on this research framework, researcher want to know the implementation of green hotels that have been carried out by Infinity8 Bali in accordance with the ASEAN green hotel standard.



## **CHAPTER III**

### **RESEARCH METHOD**

#### **3.1 Research time and location**

The location of this research is conducted in Infinity8 Bali, which is a four-star hotel with a total of 120 rooms; 120 superior rooms, 53 deluxe rooms and 4 suite rooms. It takes about 10 minutes from the Ngurah Rai International Airport.

The contact detail of the hotel is as follows:

Name of the hotel : Infinity8 Bali

Address : Nusa Dua, Jl. Bypass Ngurah Rai No.88A, Jimbaran, Kec. Kuta Sel.,  
Kabupaten Badung, Bali 80361

Phone : (0361) 3015888

Email : [info@infinity8bali.com](mailto:info@infinity8bali.com)

Website : [www.infinity8bali.com](http://www.infinity8bali.com)

The research period was conducted within 4 months from March, 2022 until July, 2022 carried out at Infinity8 Bali. The reason the author chooses Infinity8 Bali as the object of research because Infinity8 Bali is one of the four-star hotels in Jimbaran-Nusa Dua area and the location is near between airport and tourist

destination. Because of the location, it makes easier for guests to short-stay and go to the nearest destination.

### **3.2 Research object**

The object of this research is green hotel implementation at Infinity8 Bali. The research used ASEAN green hotel standard as a guideline to know the percentage of green hotel implementation at Infinity8 Bali.

### **3.3 Variable identification**

The research variable is an attribute or value from person, object or activities to has certain variations that are set by the researcher to study and then get the conclusion (Sugiyono, 2016). In qualitative research the relation between one variable and another can't be separated then to see the relationship between variables in the object under-researched is more interactive which is mutual influence. The kinds of variables in the study are distinguished as follows (Sugiyono, 2015):

#### **3.3.1 Independent Variable (X)**

Independent variable is a variable that affects or causes changes or the emergence of the dependent variable. The independent variables in this study consisted of environmental policy and actions for hotel operation (X1), use of green products (X2), collaboration with the community and local organizations (X3), human resource development (X4), solid waste management (X5), energy efficiency (X6), water efficiency and water quality (X7), air quality management (indoor and outdoor) (X8), noise pollution control (X9), waste water treatment and

management (water quality) (X10), toxic and chemical substance disposal management (X11).

### 3.3.2 Dependent Variable (Y)

Dependent variable is the variable that is influenced or result because of independent variables. The dependent variable in this thesis is the implementation green hotel at Infinity8 Bali (Y).

### 3.4 Definitions of operational variable

In this research, the operational definition of a variable is very important which is used as scientific information that measurably describes the object of research. The criteria have to fulfill to know the implementation green hotel based on ASEAN green hotel standard at Infinity8 Bali. In this study the writer made an operational definition of variable as follows:

**Table 3.1 Operational variable (X)**

Variable	Indicator	Scale
Environmental policy and actions for hotel operation (X1)	<ul style="list-style-type: none"> <li>•List of implemented in connection with the encouragement of staff</li> <li>•Environmental awareness</li> <li>•Hotel environmental management plan implemented</li> <li>•Measurement of programs</li> </ul>	Ratio
Use of Green products (X2)	<ul style="list-style-type: none"> <li>•Purchasing criteria of local product support and promotion</li> <li>•for the use of environmentally friendly products. Green procurement criteria in use</li> </ul>	Ratio
Collaboration with the community and local organizations (X3)	<ul style="list-style-type: none"> <li>•List of community quality of life improvement</li> <li>•Environmental protection awareness programs/ activities implemented in community by hotel / hotel staff</li> </ul>	Ratio
Human resource development (X4)	<ul style="list-style-type: none"> <li>•Environmental management training programs / activities created implemented</li> </ul>	Ratio

	by hotel for staff in the past years (1-2 years)	
Solid waste management (X5)	<ul style="list-style-type: none"> <li>•Waste handling and management training programs/activities implemented in the past years for staff</li> <li>•Programs/activities encouraging involvement of hotel staff in waste handling and management in the past years</li> <li>•Programs/ activities encouraging guest involvements in waste handling, management and minimization in the past years</li> </ul>	Ratio
Energy efficiency (X6)	<ul style="list-style-type: none"> <li>•Installation and use of energy efficient technologies and techniques in hotel in the past years.</li> <li>•Installation of power and energy consumption metering technologies</li> <li>•Invitation and encouragement messages to promote hotel guest in energy efficiency in hotel</li> </ul>	Ratio
Water efficiency and water quality (X7)	<ul style="list-style-type: none"> <li>•Installation and use of water efficient technologies and practices in hotel in the past years</li> <li>•Maintenance reports of engineering team on water efficient technologies.</li> <li>•Promotional media/ practices for hotel guests on water efficiency involvements</li> <li>•Water quality testing</li> </ul>	Ratio
Air quality management (indoor and outdoor) (X8)	<ul style="list-style-type: none"> <li>•Photo of smoking and non-smoking areas designated in hotel</li> <li>•Maintenance report of air conditioning/ventilating technologies to ensure good air quality in hotel</li> </ul>	Ratio
Noise pollution control (X9)	<ul style="list-style-type: none"> <li>•Program activities implemented in hotel to ensure noise control in hotel</li> </ul>	Ratio
Waste water treatment and management (water quality) (X10)	<ul style="list-style-type: none"> <li>•Program implementation on minimization of water contamination and pollution prevention in hotel in the past years</li> <li>•Proves of hotel's promotion to reuse water and use of treated water in hotel</li> <li>•Implementation of waste water treatment in hotel</li> </ul>	Ratio

Toxic and chemical substance disposal management (X11)	<ul style="list-style-type: none"> <li>• Clear and understandable indications of storage and use of chemicals in hotel</li> <li>• Hazardous waste handling and disposal practices in hotel-training of staffs on the hazardous waste management handling</li> </ul>	Ratio
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**Table 3. 2 Operational variable (Y)**

Variable	Indicator	Scale
Implementation ASEAN green hotel standard	The criteria above 50%	Ratio

### 3.5 Types and data sources

The types and sources of data used in this research are explained as follows:

#### 3.5.1 Types of data

Types of data used in this research are divided into two types; qualitative and quantitative data as follows:

##### a. Qualitative data

Qualitative data is data in the form of words, sentences, gestures, facial expressions, charts, pictures, and photos (Sugiyono, 2015). The examples of qualitative data in this research are the organization chart Infinity8 Bali, general information about the hotel, (such as facilities, and other services and products offered), and the implementation of green hotel in Infinity8 Bali.

##### b. Quantitative data

Quantitative data is data in the form of numeric or scoring data (Sugiyono, 2015). The examples of quantitative data that will be displayed in this

research are the calculation and the tabulation of the questionnaire related to implementation of green hotel based on ASEAN green hotel in Infinity8 Bali.

### **3.5.2 Sources of data**

The sources of data in this research are primary data and secondary data that can be described as follows:

#### **a. Primary data**

The primary data source is the data sources that give data directly to the data collectors (Sugiyono, 2016). The primary data of this research is the data obtained from interview and questionnaire.

#### **b. Secondary data**

Secondary data sources are the data sources that do not give data directly to data collectors e.g. from other parties or by the document (Sugiyono, 2016). The secondary data that will be shown in this research is the data obtained from the internet, books, journals, and data obtained from the hotel.

### **3.6 Method of determination of key informants**

The sample determination used key informants as respondents of questionnaires. Key informants are person those have the authority, general knowledge and want to share the information to the researcher to explore all of the research object (Sugiyono, 2017). The selected respondents in this research are the head of department and the supervisor of departments at Infinity8 Bali. The head of department is the rule maker in the management and supervisor as a head of staff that have the responsibility to run the rules from head of department. The key

informant of this research is involved all of head of departments and supervisors in the hotel to run green hotel concept. At Infinity8 Bali, there are 7 departments namely: front office department, sales & marketing department, human capital & GR manager, accounting department, engineering department, food & beverage department, housekeeping department. The respondents are 2 respondents from human capital & GR manager, 3 respondents from front office department, 1 respondent as IT Manager, 4 respondents from sales and marketing department, 4 respondents from accounting department, 2 respondents from engineering department, 5 respondents from housekeeping department, 6 respondents from food and beverage department. The total numbers of respondents are 27 persons.

### **3.7 Data collection methods**

The data collection technique used in this study is as follows:

#### **3.7.1 Questionnaire**

Questionnaire is a tool that used to gather data where the participants need to fill in a form and answer the question. This method is used to obtain data of independent variables and dependent variable (Sugiyono, 2015). The questionnaire will be given to the head operation department and supervisor department in Infinity8 Bali.

#### **3.7.2 Interview**

The interview is an activity that is carried out to obtain information directly by expressing questions to the respondents. Interview means face to face between interviews with respondents and carried out the activities orally (Subagyo, 2011). Interviews are used as a data collection method if the researcher wants to conduct

preliminary study to find problems that must be studied. This study uses an in-depth interview technique in the form of semi structured interviews. Semi-structured interviews in its implementation are more open than structured interviews, (Sugiyono, 2017). The respondents are staffs in Infinity8 Bali that have a position as head of department and supervisor.

### **3.7.3 Library research**

Library research is collecting data to obtain information by searching, reading and examining books that have to do with the problem under study. This study was conducted to obtain as much data and theoretical basis as possible that can be used as a basis for thinking in discussing the problem. Document searches are carried out by searching for and reading other people's thesis and journals that can be used as references in this research.

### **3.8 Data analysis technique**

Data analysis is the process of systematically searching and compiling data obtained from interviews, field notes, and documentation, by organizing the data so that are easily understood by themselves and others (Sugiyono, 2017). The technique used to analyze the data in this study is descriptive statistics to explain data in general or generalization, by calculating the minimum value, maximum value, average value (mean), and standard deviation (Nuryadi et al., 2017).

The researcher summarizes all the answer of questionnaire that has been filled out by the respondents. After getting the data, the researchers analyzed the data by processing and calculating the answers to the green hotel implementation questionnaire by:



$$\text{Percentage of "yes" answer} = \frac{\text{total "yes" answer}}{\text{total score}} \times 100\%$$

The “yes” answer will get a score 1 and “no” answer will get score 0. Based on the percentage calculation, the calculation results will be classified into 5 criteria (Arikunto, 2016). The writer uses will determine the criteria for the level of conformity:

- a. 81% - 100% = very appropriate and
- b. 61% - 80% = appropriate
- c. 41% - 60% = quite appropriate
- d. 21% - 40% = less appropriate
- e. 0 – 20% = not appropriate

The results of the questionnaire will be compared with the level above. If the result is above 50%, the hotel passes the limit value to get certified for a green hotel (ASEAN, 2016). After conducting the analysis, the researcher will conclude about the implementation of green hotels based on ASEAN green hotel standards at Infinity8 Bali. Researchers will also give advice to Infinity8 Bali regarding the implementation of green hotels and things that need to be improved in implementing green hotels.

## **CHAPTER IV**

### **RESULT AND DISCUSSIONN**

#### **4.1 General description of The Infinity8 Bali**

The Infinity8 Bali is located at Jalan By Pass Ngurah Rai, No. 88A Jimbaran Village, South Kuta District, Badung Regency, Bali Province. This section will explain a brief history of The Infinity8 Bali, facilities, organization chart, and the job descriptions.

##### **4.1.1 Brief history of The Infinity8 Bali**

The Infinity8 Bali has been opened (operations started) in June 2016. The first hotel was built on December 11, 2013. The groundbreaking ceremony was carried out at 10 am by Mrs. Setiawati Nyauw as President Director of PT. Guna Setia Wisata who is the older brother of Mr. Gunarto Nyauw. At that time the hotel was still under the management of Aero Hotel Management (Aerowisata Management) with the hotel name "KILA INFINITY8 BALI". According by its name, Kila is one of the brands or property brands of Aerowisata Hotel Management. Kila means bright and shining. Kila is amplified with symbols inspired by the shining peacock feathers that are naturally alluring. The color spectrum is various shades of brown, with the concept of warmth in welcoming nature. The unique and natural Indonesian hospitality indulges our senses, which is

represented by the five core design elements, namely Sight, Sound, Smell, Taste & Touch.

The Guna Setia Hospitality Management began managing the Infinity8 Bali (self-managed and not merged with Aero Hotel Management) since on October 1, 2018 with the hotel name "INFINITY8 BALI". The name of the hotel has 2 concepts, namely INFINITY which means "infinity (No Limits)" and the number 8 which is considered a lucky number because the number is very unique in shape. This figure is formed from the pull of an unbroken line, its shape is consistent and balanced because it will look the same from any point of view. The number 8 is referred to as the Star of Wealth, a sign of fortune. The hotel logo for the number 8 is colored "ROSE GOLD" which symbolizes "Infinite Prosperity" and the philosophy of Infinity8 brings new hope, success, prosperity and unlimited luck to all aspects of business.

#### **4.1.2 Business field**

The Infinity8 Bali as one of the hospitality industries which offered facilities within the service industry that includes lodging, food and drink service, events planning, and transportation. It includes the rooms, restaurants, bars, ballrooms, fitness center. Infinity8 Bali has 3 types of rooms, exclusive boardroom, INFINITY Hall, which can be divided into 3 meeting rooms, Business center, INFINITY Sky Pool, Spa, INFINITY Gym, Infinity Beach Club, Langit Bar Lounge Dining (Rooftop), 8TRIUM lounge and café, and Kites All Dining.

- 1) Selling Rooms. Infinity8 Bali has 3 types of rooms, there are superior, deluxe, and suite rooms. The suite room the only room that has a bathtub and only the suite rooms on the fifth floor have a balcony.
- 2) Selling Food and Beverage. Infinity8 Bali has 3 types of restaurants, namely Langit Bar Lounge Dining on the Rooftop, 8TRIUM Lounge and café, and Layangan All Dining restaurant.
- 3) Having a business partner with Bali Sea Beach House located on Kelan Beach by offering free shuttle to Infinity8 Bali in-house guests.
- 4) Provides pick up and drop off guest to the airport.
- 5) Having a business partner with the Spa, namely Seroni Spa. The Seroni Spa therapist is not standby at The Infinity8 Bali. So, the guests have to reservation one day before.
- 6) Provide swab or antigen test at The Infinity8 Bali to the guests who wants to swab or antigen at the hotel. The Infinity8 Bali has a business partner with The Kayana Care. The guests can make a reservation for swab or antigen test to the front office minimum 1 day before.

#### **4.1.3 Hotel facilities**

The Infinity8 Bali provides facilities to meet the needs of guests while staying at the hotel. Facilities provided as listed below:

##### **1. Room facilities**

Infinity8 Bali has 177 rooms. Each room is equipped with amenities that needed by the guest such as telephone, television, hairdryer, wireless internet,

tea/coffee maker, mini fridge, shower, iron/ironing board, linen and towels and other depending on the type of room.

Table 4. 1 Room types

Room Types	Size of the room	Total
Infinity Superior Room	22-24 m <sup>2</sup>	120
Infinity Deluxe Room	26-28 m <sup>2</sup>	53
Infinity Suite Room	43-46 m <sup>2</sup>	4

Source: Human Resources Department Infinity8 Bali, 2021

## 2. Guest services

The Infinity8 Bali have a Business Center in the Lobby equipped with 4 computers all offering access to broadband Internet, available to the guests 24 hours and free of charge. Infinity8 Bali also will provide all the necessary things to satisfy the needs of our guests such as printing, copying, fax, and mailing. To the guest who want to do meeting, Infinity8 Bali offer an excellent MICE or Meeting, Incentive, Convention and Exhibition venues, provides from customizing seating arrangements, sound & lighting, and media equipment, to just the right coffee break snack to keep moods lifted high, the event services team is on point to support MICE event down to the smallest detail.

The Infinity Hall which can be separated into 3 meeting rooms can accommodate up to 400 persons with a theater setup. All the meeting rooms also fitted with audio and visual equipment, screens, flip charts, and free Wi-Fi. Infinity8 Bali also have a business partner with Bali Sea Beach House that has become one of the choices for tourists who want to enjoy a seafood menu with a charming view

of Kedonganan Beach. Infinity Beach House in collaboration with Bali Sea Beach House is located at the Kedonganan Traditional Village. Enjoy an exquisite dining experience featuring international classic cuisine and local contemporary cuisine at Infinity Beach House x Bali Sea Beach House – a picturesque venue with indoor seating overlooking the ocean, where you can enjoy amazing food, delicious cocktails, while you listen to the perfect tunes and relax on a comfortable sofa, daybed. The Infinity8 Bali provide free shuttle for the guest who stays in Infinity8 Bali minimum for 3 days 2 nights.

Infinity8 Bali provide spa by Seroni Spa as the business partner. If the guest wants to spa, the guests have to make a reservation 1 day before. The package of spa has many options of treatment from head to toe. The guest can choose the package that they want. The price starts from Rp. 150.000 until Rp. 750.000 with the different length time of spa that guest needs. The spa room is located on the 2<sup>nd</sup> and 3<sup>rd</sup> floor.

### 3. Dining

Infinity8 Bali has Layangan All Dining, Langit Bar Lounge Dining and 8TRIUM Lounge Café. Layangan is an Indonesian name for kites the one of a traditional game of Nusantara. Layangan All Dining itself serves a delicious selection of Indo-Asian. Langit Bar Lounge Dining is located on the rooftop of Infinity8 Bali, Langit Bar Lounge Dining serves international classic food and enjoys the atmosphere and beautiful sunset views. 8TRIUM Lounge Café is

centrally located on the surrounded by the finest area of Jimbaran – Nusa Dua. 8TRIUM Lounge & Cafe command a cozy place to hang out.

#### 4. Pools and gym

Infinity Sky Pool is the signature Infinity Pool in Jimbaran, located on the rooftop of Infinity8 Bali. The venue is open to public guests and is a good choice for families looking for a sophisticated afternoon out. The guest can enjoy a swim with breathtaking sunrise in the morning and sunset in the evening. There are separates pools for adults & kids. The Infinity Sky Pool is open from 10 A.M. until 5 P.M.

Infinity Gym is located on the rooftop of Infinity8 Bali. The gym is open from 7 A.M. until 9 P.M. to the inhouse and public guests. The guest can enjoy a gym and swim at the breathtaking rooftop and experience the Infinity Gym by joining the exclusive membership. The guest who wants to make a membership can come to the receptionist and fill the form registration as member. There are 3 options to become a gym member namely, a member for 1 month, 3 months and 1 year.

##### 4.1.4 Organization chart

Organization structure can be viewed as a framework that focuses on the differentiation of positions, formulations of rules and procedures, and prescriptions of authority. Structure refers to relatively stable relationship and processes of the organization (Ivancevich, 2014). An organizational structure is needed by hotels to optimally implement planning, organizing, actuating, controlling, and evaluating.

This aims to ensure that the hotel management and operational system runs well and optimally. Then, this organizational structure is also used to regulate between superiors and subordinates related to coordination, reporting, and work responsibilities of each position in the hotel. The figure 4.1 bellow is the organizational structure in the front office department.

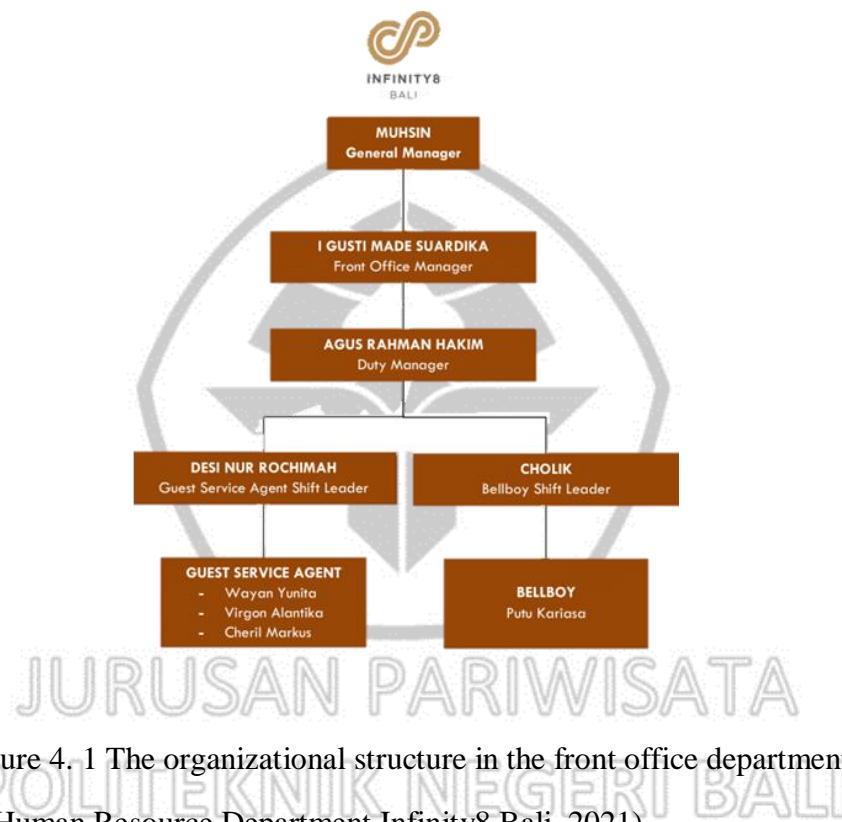


Figure 4. 1 The organizational structure in the front office department  
(Source: Human Resource Department Infinity8 Bali, 2021)

#### 4.1.5 Job description

The job descriptions of the organizational structure in front office department at The Infinity8 Bali are:



## I. General manager

Table 4. 2 Job description of general manager

Division	Rooms	Department	Front Office
Job Title	General manager	Reports To	Owner
Responsible For	Front office manager		

The General manager is responsible for all aspects of operations at the hotel, to day to-day staff management and guests. Provide leadership and strategic planning to all departments in support of our service culture, maximized operations and guest satisfaction. Work Very closely with the hotel owners and other stake holders. General Manager duties and responsibilities:

- Oversee the operations functions of the hotel, as per the Organizational chart.
- Hold regular briefings and meetings with all head of departments.
- Ensure full compliance to Hotel operating controls, SOP's, policies, procedures and service standards.
- Lead all key property issues including capital projects, customer service and refurbishment.
- Handling complaints, and oversee the service recovery procedures.
- Responsible for the preparation, presentation and subsequent achievement of the hotel's annual Operating Budget, Marketing & Sales Plan and Capital Budget.

- Manage on-going profitability of the hotel, ensuring revenue and guest satisfaction targets are met and exceeded.
- Ensure all decisions are made in the best interest of the hotels and management.
- Deliver hotel budget goals and set other short and long term strategic goals for the property.
- Developing improvement actions, carry out costs savings.
- A strong understanding of P&L statements and the ability to react with impactful strategies
- Closely monitor the hotels business reports on a daily basis and take decisions accordingly.
- Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate.
- Maximizing room yield and hotels / resort revenue through innovative sales practices and yield management programs.
- Prepare a monthly financial reporting for the owners and stake holders.
- Draw up plans and budget (revenues, costs, etc.) for the owners.
- Helping in the procurement of operating supplies and equipment, and contracting with third-party vendors for essential equipments and services.
- Act as a final decision maker in hiring a key staffs.
- Coordination with HOD's for the execution of all activities and functions.
- Overseeing and managing all departments and working closely with department heads on a daily basis.

- Manage and develop the Hotel Executive team to ensure career progression and development.
- Be accountable for responsibilities of department heads and take ownership of all guest complaints.
- Provide effective leadership to hotel team members.
- Lead in all aspects of business planning.
- Respond to audits to ensure continual improvement is achieved.
- Corporate client handling and take part in new client acquisition along with the sales team whenever required.
- Assisting in residential sales as and when required and development with strong sales prospects.
- Responsible for safeguarding the quality of operations both (internal & external audits).
- Responsible for legalization, Occupational Health & Safety Act, fire regulations and other legal requirements.

## II. Front Office Manager

Table 4. 3 Job description front office manager

Division	Rooms	Department	Front Office
Job Title	Front Office Manager	Reports To	General Manager
Responsible For	Duty Manager All Front Office Employees		

#### Responsibilities Front Office Manager:

- Ensures that all services offered to guests are always available and carried out with efficiency and courtesy in accordance with guidelines established and documented in the Departmental Operations Manual.
- Liaises closely with Housekeeping Department ensuring the proper marketmix and achieving maximum room revenue.
- Meets and welcomes regular and V.I.P guests in line with the hotel's Guest Recognition Programed.
- Liaise closely with all Heads of Department to ensure accurate and prompt handling of incoming groups, V.I.Ps and F.I.T guests.
- Advises General Manager on room sales progress and status of bookings.
- Periodically inspects all hotel areas and building premises to ensure cleanliness and comfort for hotel guests is maintained and that all standards of amenities and touches are provided in rooms and public areas.
- Coordinates all activities related to the achievement of guest satisfaction.
- Monitors and analyzes the activities and business trends of competitor hotels on a regular basis.
- Maintains a close relationship with travel agencies, local business groups and airlines.

- Plans and implements effective upselling activities to ensure maximum room revenue through effective rate management.
- Entertains frequent and potential customers.

### III. Duty Manager

Table 4. 4 Job description duty manager

Division	Rooms	Department	Front Office
Job Title	Duty Manager	Reports To	Front Office Manager
Responsible For	GSA Supervisor GSA Shift Leader GSA Bellboy Shift Leader Bellboy		

#### Responsibilities Duty Manager:

- Assist the Front Office Manager in efficiently managing the department according to the established concept statement providing a courteous, professional, efficient and flexible service at all times.
- Conduct daily pre-shift briefings to employees on rooms occupancy, arrival and departures, functions/event and special attention that is needed.
- Liaise with Housekeeping and other related departments on daily operation.
- Handle guest enquiries in a courteous and efficient manner and report guest complaints or problems to Front Office Manager if no

immediate solution can be found and assure follow up with guests.

- Establish a rapport with guests maintaining good customer relationship
- Ensure that the cashiering procedures are strictly adhered to. That all floats are used appropriately in accordance to Policies & Procedures set by the hotel. and personnel with access to floats comply to internal policies & procedures established by the Finance.
- Coordinate all Repair and Maintenance and issue repair and maintenance job orders to ensure the proper maintenance.
- Liaise and organize with Housekeeping Department that the established cleaning schedules are strictly adhered to.
- Ensure that Front Office plays a supportive role to Grand Club's operations and when needed.

#### IV. GSA Shift Leader

Table 4. 5 Job description GSA shift leader

Division	Rooms	Department	Front Office
Job Title	GSA Shift Leaders	Reports To	Duty Manager
Responsible For	Guest Service Agents		

Responsibilities Guest Service Agent Shift Leader:

- Assists the Duty Manager in efficiently managing the department

according to the established concept statement providing a courteous, professional, efficient and flexible service at all times.

- Liaise with Housekeeping and other related departments on daily operation.
- Handles guest enquiries in a courteous and efficient manner and report guest complaints or problems to Guest Service Manager if no immediate solution can be found.
- Establishes a rapport with guests maintaining good Customer Relationship.
- Ensures that the cashiering and credit procedures are strictly adhered to.
- Liaise and organizes with Housekeeping Department that the established cleaning schedules are strictly adhered to.
- Ensures that all guests' messages, mail, fax and parcels are handled and distributed properly.

#### V. Guest Service Agent (GSA)

Table 4. 6 Job description Guest Service Agent (GSA)

Division	Rooms	Department	Front Office
Job Title	Guest Service Agent	Reports To	Shift Leader
Responsible For			

### Responsibilities Guest Service Agent:

- Reports complaints or problems to Team Leader/ Duty Manager if no immediate solution can be found.
- Ensures that guests receive a speedy and efficient check in / out.
- Ensures that the cashiering procedures are strictly adhered to. That all floats are used appropriately in accordance to Policies and Procedures set by the Finance.
- Ensures that the guests' bill are presented and collected accordingly.
- Ensures a sales attitude is adopted at all times and maintains an awareness of all sales opportunities within the hotel.
- Handles all arrival and departure records according to the Standards set in the Departmental Operations Manual.
- Adheres to pre-set availability and rate controls.
- Ensures a high level of product knowledge of hotel and local area.
- Maintains and updates guest history and marketing database as laid down in Front office procedures.
- Ensures a high level of customer service is consistently maintained.
- Ensures a high level of liaison is maintained between Front Office and all other departments within the hotel.
- Ensures the Front Office Manager or Guest Services Manager is kept fully aware of any relevant feedback from either customers or other departments.



- To be knowledgeable and promotes/upselling Rooms, Outlets and other facilities/programs whenever opportunities arises.
- Promotes Gold Passport program to potential guests whenever possible.
- To be knowledgeable with the various airline frequent flyer program.
- Complies with all Hotel policies relating to Front Office.
- Complies with all systems and procedures as laid down by the Front Office Manager.
- Assists reservations as necessary.
- Handles incoming and outgoing mail, faxes, courier mail, and messages in a timely manner.
- Handles basic Business Center services when required.
- Handles keys and ensures Security policies are adhered to.
- Handles foreign exchange according to policies.
- Performs cashier functions; balances at the end of the shift according to established standards.
- Liaises with Bell Service for smooth handling of luggage and transport services.
- Is responsible for the posting of all charges brought to the cashiers by different revenue centers, such as laundry, in-house movies and facsimile charges.
- Exchange foreign currencies to any in-house guest.

- Provides guests with cash advances on their credit card.
- Produces authorization codes from FIT guest's credit cards.
- Maintains and checks all racks by filing registration cards and outlet checks on a daily basis.
- Ensures all master folios due to depart have been checked out and have their respective back ups attached.
- Responsible for issuing paid-outs and petty cash once approval has been received.
- Responsible for registration and issuing of safety boxes.
- Have a thorough understanding of all the services offered by the hotel.
- Read all memos concerning Front Office.
- Ensures the general float contains sufficient change and funds while on duty.
- Ensures the correct closing procedures are carried out in an accurate and tidy manner and that all accounts balance before closing.
- Ensures that the float is balanced before finishing the shift.
- Ensures security of all hotel funds and properties at times whilst on duty.
- Have a thorough understanding of all cashiering functions in the hotel's computer system.

## VI. Bellboy Shift Leader

Table 4. 7 Job description bellboy shift leader

Division	Rooms	Department	Front Office
Job Title	Bellboy Shift Leaders	Reports To	Duty Manager
Responsible For	Bellboy		

## Responsibilities bellboy shift leader:

- Assists the Duty Manager in efficiently managing the Bell Service Department according to the established concept statement providing a courteous, professional, efficient and flexible service at all times.
- Handles guest enquiries in a courteous and efficient manner and report guest complaints or problems to Guest Services Manager if no immediate solution can be found.
- Establishes a rapport with guests maintaining good customer relationship.
- Ensures cleanliness and maintenance of the Bell Service, equipment, storage and luggage rooms.
- Coordinates efficient pick up and drop off services.
- Coordinates efficient groups bag delivery and pick up with Tour Agents.
- Responsible for the storage of luggage in proper storage area.

- Responsible for the storage of valet parking keys.
- Ensures that all guests' messages, mail, fax and parcels are handled and distributed properly.
- Exemplifies and instills upon the staff the ownership and a sales attitude to maintain awareness of all sales opportunities within the hotel.
- Ensures a smooth flow of traffic at the hotel's front driveway.

## VII. Bellboy

Table 4. 8 Job description bellboy

Division	Rooms	Department	Front Office
Job Title	Bellboy	Reports To	Shift Leader
Responsible For			

Responsibilities bellboy:

- Delivers and picks up guest baggage as assigned by Team Leader.
  - Valet parks guest and visitor cars when necessary.
  - Stores luggage according to standards.
  - Directs incoming guests to the check in area whilst offering to handle any luggage the guest happens to be carrying.
  - Directs guests and visitors to any of the hotel's facilities.
  - Transport guest's luggage to their room in an efficient manner.

- Maintains and cleans all trolley and equipment at Bell Service to maintain a professional image.
- Escorts guests to their rooms, explaining all in house and room facilities.
- Opens and closes car doors for guests whenever the opportunity arises.
- Loads and unloads guest's luggage for arriving and departing guests.
- Assists all guests with luggage storage, ensuring the proper handling, storage, security and procedures are followed.
- Hails taxicabs and answers inquiries.
- Prevents unauthorized parking in driveway.
- Prevents entrance of unauthorized or undesirable persons.
- Opens doors, welcomes and greets guests and visitors
- Maintains a tidy lobby by checking the general cleanliness and tidiness of the sitting area and entrance.
- Direct traffic in the hotel's driveway.
- Assists other departments as requested.
- Reports complaints or problems to Team Leader/ Guest Services Manager if no immediate solution can be found.
- Ensures a sales attitude is adopted at all times and maintains an awareness of all sales opportunities within the hotel.

- Ensures a high level of product knowledge of hotel and local area.
- Ensures a high level of customer service is consistently maintained.
- Ensures the Duty Manager/Team Leader – Bell Service is kept fully aware of any relevant feedback from either customers or other departments.
- Be knowledgeable and promotes/upsell Rooms, Outlets, transportation and other facilities/programs whenever opportunities arise.
- Promote hotels program to potential guests whenever possible.
- Complies with all systems and procedures as laid down by the Room Division.
- Handles guest incoming and outgoing mail, faxes and parcel in a time manner.
- Has a thorough understanding of all the services offered by the hotel.
- Reads all memos concerning Bell Service.

## **4.2 Result and discussion**

The result and discussion are to explain how the implementation of green hotel based on ASEAN green hotel standard at Infinity8 Bali. Based on ASEAN Green Hotel Standard, green hotel has to implemented 11 variables namely:

- a. Environmental policy and actions for hotel operation,
- b. Use of green products,

- c. Collaboration with the community and local organizations,
- d. Human resource development,
- e. Solid waste management,
- f. Energy efficiency,
- g. Water efficiency and water quality,
- h. Air quality management (indoor and outdoor),
- i. Noise pollution control,
- j. Waste water treatment and management (water quality),
- k. Toxic and chemical substance disposal management.

The interview and questionnaire technique are used to find out the answers of implementation green hotel in Infinity8 Bali which then will be explained as the final result. The total of respondent is 27 persons that is the head of department and supervisor in each department. The “yes” answer will get score 1 and “no” answer will get score 0. The answers from respondents are calculated and explained using qualitative and quantitative methods which are described as follows:

#### **4.2.1 Environmental policy and actions for hotel operation**

Based on ASEAN Green Hotel Standard, environmental policy and actions for hotel operation has 4 questions. The question is about the plan of environment management that implemented in the hotel. The answers of questionnaire results are attached in the table 4.9 below.

Table 4. 9 Respondent's answers to the implementation of environmental policies and actions for hotel operations

No	Indicator	Score	Percentage	Status
1	Promotion of environmental activities in order to encourage the involvement of hotel staff, clients and suppliers to participate in environmental management practices.	23	85,19%	Very appropriate
2	Existence of plan for raising staff to be aware of environment i.e. training.	19	70,37%	Appropriate
3	Existence of environmental management plan for hotel operation.	26	96,30%	Very appropriate
4	Existence of monitoring program for environmental management of hotels.	25	92,59%	Very appropriate
Total			86,11%	Very appropriate

Source: data processed 2022

The Table 4.9 shows the respondent's answers to the implementation of environmental policies and actions for hotel operations is 86,11% and the level of implementation is very appropriate. The percentage of variable 1 can be seen on figure 4.2 below.

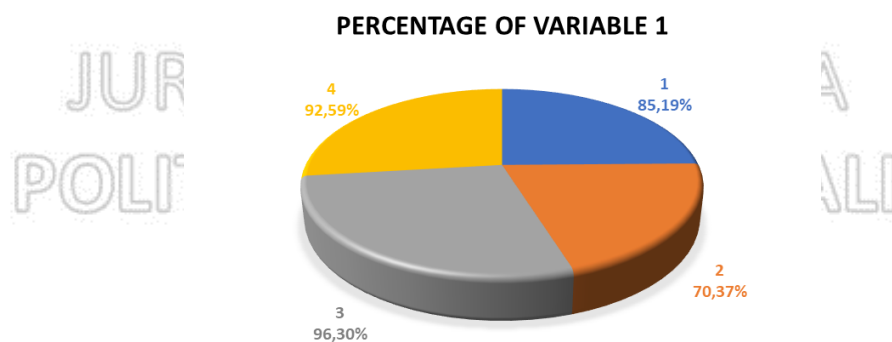


Figure 4. 2 Percentage of implementation of environmental policies and actions for hotel operations

Based on the figure 4.2 above, we can see that the indicator 3 is the highest value with 96,3% which is the existence of environmental management plan for



hotel operation. The environmental management plan is a follow-up plan to manage the significant impacts caused by operational activities. The result of interview with the head of housekeeping department is in this case environmental management plan focus on natural resources. The environmental management plan that already implemented is by increasing the number of reforestation plants, especially those that absorb air pollution. Infinity8 Bali has a narrow area so it uses potted plants such as palm trees in pots for greenery. Some of the plants grown are used as garnish on foods such as purple geranium flowers. In addition, Infinity8 Bali flushes areas that are expected to be dusty (eg, vehicle entry and exit areas, parking areas, etc.).



Figure 4. 3 Plants in pots

The indicator 2 is the lowest value with 70,37% which is the existence of plan for raising staff to be aware of environment i.e. training. It is in accordance based on the interview from Human Resource Department (HRD) that The Infinity8 Bali has not yet a plan for training the staff to be aware of environment and focus about the safety and management rules. The value of indicator 1 is 85,19%, which is about promotion of environmental activities in order to encourage the

involvement of hotel staff, clients and suppliers to participate in environmental management practices. This value is in accordance with the statement from one of the Infinity8 Bali staff that in the beginning of operations, Infinity8 Bali has a program to clean the beach that was carried out by the internship trainee.



Figure 4. 4 Beach clean program

However, based from the observation that Infinity8 Bali have not done the beach clean program over the past few months. This observation was strengthened by the results of an interview with one of the staff who said that recently, this activity had not been carried out for a long time. So, it concludes that the result of percentage in indicator 1 is not suitable in a real implementation because the program hasn't been running for past few months.

The value of indicator 4 is 92,59% which is monitoring program for environmental management of hotels. The environmental monitoring plan is a tool to monitor the results of the environmental management. Infinity8 Bali has a monitoring program like pest control that carried out by the housekeeping department and sewage treatment plant (STP) by engineering department. Environmental monitoring that already carried out in Infinity8 Bali is monitoring

the number of reforestation plants planted and ensuring that the plants are always in a fertile condition by routinely watering plants carried out by the housekeeping department. Besides that, Infinity8 Bali monitors the drainage that it is functioning properly or not so that when it rains there are no floods or puddles.

#### 4.2.2 Use of green products

Green products are those that have less of an impact on the environment or are less detrimental to human health than traditional equivalents. Green products might, typically, be formed or part-formed from recycled components, be manufactured in a more energy-conservative way, or be supplied to the market with less packaging (or all three). The use of green product variable has 2 questions and the results are attached in the table 4.10 below.

Table 4. 10 Respondent's answers to the implementation of use of green products

No	Indicator	Score	Percentage	Status
1	Encouragement for the use of local products for hotel operation i.e. food and handicrafts.	26	96,30%	Very appropriate
2	Encouragement for the use of environmentally friendly products.	23	85,19%	Very appropriate
		Total	90,74%	Very appropriate

Source: data processed 2022

Table 4.10 shows the respondent's answers to the implementation of use of green products is 90,74% and the level of implementation is very appropriate. The percentage of variable 2 can be seen on figure 4.5 below.

## PERCENTAGE OF VARIABLE 2

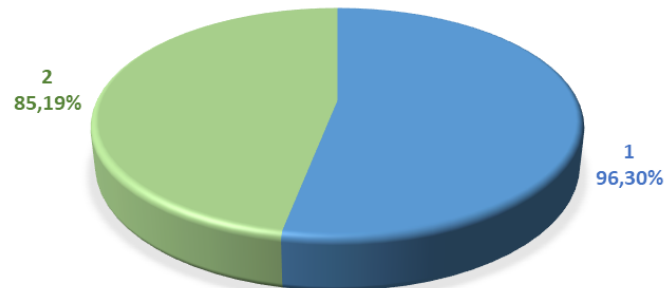


Figure 4. 5 Percentage of implementation of use of green products

Based on the figure 4.5 above, we can see that the indicator 1 is higher than indicator 2 which is 96,3% and 85,19%. Indicator 1 relate about encouragement for the use of local products for hotel operation. The implementation of use local's product is by involved local vendor to supply the amenities by housekeeping department. The menu in Layangan and Langit Restaurant provide the local food beside western food to the guest. Besek Wolu is one of the local menus that sell at Infinity8 Bali.



Figure 4. 6 Besek Wolu as local menu

The indicator 2 talks about encouragement for the use of environmentally friendly products. The encouragement to use environmentally friendly products seems from the furniture on the wall and lobby area. The material of furniture that used is wood based.

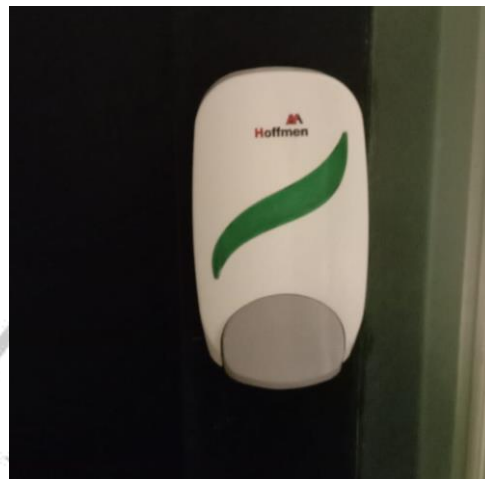


Figure 4. 7 Soap and shampoo container

Infinity8 Bali provide liquid soap and shampoo in one container with large size and the liquid soap and shampoo can refill in that container. So, it reduces the use of plastic because the container can be used many times. The suggest to Infinity8 Bali to use environmentally friendly products by using a toothbrush with wooden handle, wooden hanger, change the mineral bottle plastic to water pitcher so it can refillable.

#### **4.2.3 Collaboration with the community and local organizations**

The community and local organizations are those people living in the immediate area potentially affected socially, economically, or environmentally by a hotel. The variable of collaboration with the community and local organizations

has 2 questions. The question is about the plan/activities to help improve quality of life of the community. The answers of questionnaire results are attached in the table 4.11 below.

Table 4. 11 Respondent's answers to the implementation of collaboration with the community and local organizations

No	Indicator	Score	Percentage	Status
1	Existence of plans/ activities to help improve quality of life of the community.	27	100%	Very appropriate
2	Existence of awareness rising programs for local community on environmental protection.	16	59,26%	Quite appropriate
		Total	79,63%	Appropriate

Source: data processed 2022

The Table 4.11 shows the respondent's answers to the implementation of collaboration with the community and local organizations is 79,63% and the level of implementation is appropriate. The percentage of variable 3 can be seen on figure 4.8 below.

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### PERCENTAGE OF VARIABLE 3

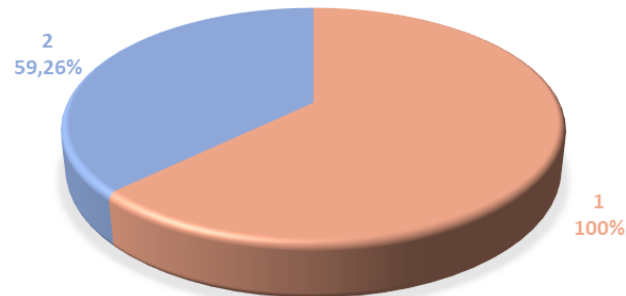


Figure 4. 8 Percentage of implementation of collaboration with the community and local organizations

Based on the figure 4.8 above, we can see that the value of indicator 2 is lower than indicator 1. The result of indicator 1 is 100%, it means that the existence of plans/activities to help improve quality of life of the community is already implemented at The Infinity8 Bali and keep that value. The Infinity8 Bali has an activity to help improve quality of life of the community by gives a basic food as Corporate Social Responsibility (CSR) to the orphanages, local people and staffs.



Figure 4. 9 CSR program

CSR is done once every month. Infinity8 Bali also give some foods in a certain day like the owner's birthday to other people who are needed. So far, the CSR activity is using woven/non-plastic as a bag in distribution of basic food in CSR program. The woven bag can be used many times so it can reduce the plastic waste. Besides that, CSR is also carried out by prioritizing local people as Infinity8 Bali's operational workforce, as well as collaborating with Kelurahan and local organizations such as Sekaa Teruna Teruni (STT) in announcing the need for workers based on their qualifications. The value of indicator 2 is 59,26% in the level quite appropriate. Infinity8 Bali has to make a program to increase the environment awareness for local community. It is in accordance based from interview with the human resources department (HRD) that Infinity8 Bali has not a program to increase the awareness for local community. So, to increase the environment awareness for local community, Infinity8 Bali can do socialization about the importance of awareness to protect the environment when distribute basic food. The socialization can be carried out by the HRD or professionals.

#### **4.2.4 Human resource development**

Human resource development is the section that provide training programs for operation and management staff on environmental management. Provision of training programs usually held by the human resource department to the staff. The variable of human resource development has 1 question. The question is about the training programs that provide from hotel to the operation and management staff on environmental management. The answers of questionnaire results are attached in the table 4.12 below.



Table 4. 12 Respondent's answers to the implementation of human resource development

No	Indicator	Score	Percentage	Status
1	Provision of training programs for operation and management staff on environmental management.	19	70,37%	Appropriate
Total			70,37%	Appropriate

Source: data processed 2022

The Table 4.12 shows the respondent's answers to the implementation of human resource development is 70,37% and the level of implementation is appropriate. The Infinity8 Bali held the training program by Human Resources Department (HRD) in an uncertain time. The topic of training is usually about the safety of employees and hotel guests. The training about awareness of environment is usually carried out in each department by supervisor or head of department who is directly relate to operational such as food and beverage department, front office department, housekeeping department and engineering department. In the beginning, the trainer is a professional who are experts in their fields. More than 4 years, the HRD do the training directly to the hotel's staff. To provide a training program about environmental management, the Infinity8 Bali should conduct training about environment awareness to the staff once every month. For the right explanation, Infinity8 Bali can use the professionals who are experts in their fields in terms of providing training programs on environmental management. The training programs can explain about the waste management by providing trash bins according to the group (organic, inorganic), energy saving activities, water management, waste, air quality.

#### 4.2.5 Solid waste management

The solid waste management is an act or manner of managing (handling, direction, or control) to reduce the quantity of solid waste that is delivered to landfills, by reducing the sources of waste and reusing or recycling as much as possible of the remainder. The variable of solid waste management has 3 questions. The answers of questionnaire results are attached in the table 4.13 below.

Table 4. 13 Respondent's answers to the implementation of solid waste management

No	Indicator	Score	Percentage	Status
1	Introduction of waste management techniques e.g., waste reduction, reuse, recycling, waste separation and composting.	26	96,3%	Very appropriate
2	Encouragement of the involvement of hotel staff in waste reduction, reuse, recycling, waste separation and composting program.	21	77,78%	Very appropriate
3	Encouragement of the involvement of hotel guest in reuse, recycling, waste separation.	20	74,07%	Appropriate
Total			82,72%	Very appropriate

Source: data processed 2022

The Table 4.13 shows the respondent's answers to the implementation of solid waste management is 82,72% and the level of implementation is very appropriate. The percentage of variable 5 can be seen on figure 4.10 below.

### PERCENTAGE OF VARIABLE 5

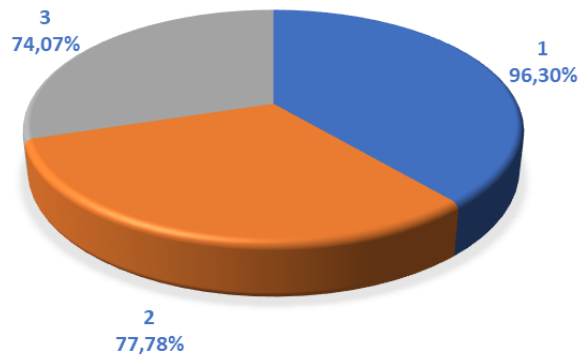


Figure 4. 10 Percentage of implementation of solid waste management

Based on the figure 4.10 above, we can see that the indicator 1 is the highest value with 96,30% and indicator 3 is lowest value with 74,07%. The result of indicator 1 is 96,30%, it can be improved to 100% with socialization by training or activity to introduce of waste management techniques. The implementation to introduce of waste management techniques in Infinity8 Bali is waste separation between dry and wet garbage, hazardous waste, and medical waste.



Figure 4. 11 Dry garbage



Figure 4. 12 Wet garbage

The head of housekeeping department said that Infinity8 Bali don't compost the organic waste because Infinity8 Bali disposes of its garbage to a public garbage shelter. Based on interview with the accounting staff that Infinity8 Bali pays Rp. 200.000 for wet waste and Rp. 200.000 for dry waste every month. So, the total is Rp. 400.000 for 1 month to pay the waste. This payment is in accordance with the contract agreement that has been agreed by both parties. In the current pandemic conditions, garbage collection is carried out according to occupancy. The result of indicator 2 is 77,78%, the encouragement of the involvement of hotel staff is already implemented in waste reduction, reuse, and waste separation. Based on interview with front office staff that the waste reduction program carried out by the front office department is to reuse paper that can still be used in the check-in registration process. However, the waste separation program has not been fully implemented, due to the limited of availability the waste bins provided.



Figure 4. 13 Rubbish bin

The Infinity8 Bali has to concern to implementation in indicator 3 which is encouragement of the involvement of hotel guest in reuse, recycling, waste separation. The indicator 3 get the lowest value with 74,07% and the level of implementation is appropriate. Based on interview with head of housekeeping department that Infinity8 Bali has not implemented to encouragement of the hotel guest involvement. So, the plan to increase the encouragement of hotel guest, Infinity8 Bali has to provide a separate trash bin for organic and inorganic waste in the rooms. The trash bin in corridor and lobby area have to put an appeal to throw of garbage in its place and according to the type of waste.

#### 4.2.6 Energy efficiency

Energy efficiency is related to using less energy to get the same or even more benefits, or using the same energy but producing more benefits. The action of energy efficiency is reuse of materials like using napkin than tissue, use LED lamps or energy-saving lamps. The variable of energy efficiency has 3 questions. It is

about effort for saving energy in the hotel. The answers of questionnaire results are attached in the table 4.14 below.

Table 4. 14 Respondent's answers to the implementation of energy efficiency

No	Indicator	Score	Percentage	Status
1	Introduction of energy saving techniques and / or energy saving technology and equipment for hotel to reduce energy consumption.	27	100%	Very appropriate
2	Installation of meters/equipment to monitor energy consumption.	27	100%	Very appropriate
3	Encouragement of the involvement of hotel guest in energy saving.	21	77,78%	Appropriate
Total			92,59%	Very appropriate

Source: data processed 2022

The Table 4.14 shows the respondent's answers to the implementation of energy efficiency is 92,59% and the level of implementation is very appropriate.

The percentage of variable 6 can be seen on 4.14 below.

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### PERCENTAGE OF VARIABLE 6

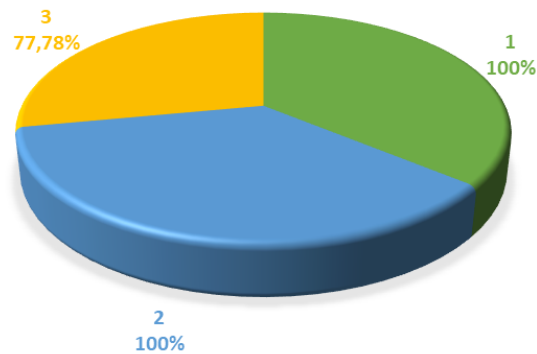


Figure 4. 14 Percentage of implementation of energy efficiency

Based on the figure 4.14 above, we can see that the indicator 1 and 2 has the same value which is 100%. Indicator 1 is about introduction of energy saving techniques and/or energy saving technology and equipment for hotel to reduce energy consumption. Infinity8 Bali introduce of energy saving techniques and/or energy saving technology and equipment by using TL (Tubular lamp).



Figure 4. 15 Tubular lamp (TL)

The tubular lamp consumes less energy than bulb. Based on journal from Nita Nurdiana, M. Saleh Al Amin, Abdurrahman Thohari with entitled “Konversi Lampu TL Ke Lampu Led (Studi Kasus: Jakabaring Shooting Range Jakabaring Sport City Palembang)” that LED lamp is better than TL for using in the guest

room. Because TL have very bright glare while LED lamps have bright but not dazzling light because from the results of illumination calculations and observations, LEDs are very safe for the eyes and do not irritate the eyes even though the light is bright. And for the use of electricity, LED lamps are lighter than TL lamps because LED lamps produce small electrical power and TL lamps produce large electrical power so that they produce expensive electricity rates and the temperature also has an effect because the color temperature produced by TL is small and makes glare and make the room temperature warm quickly, while LED lights emit a color temperature that is not so bright and can reduce the use of air conditioners and reduce electrical power due to a small amount of air conditioning. And it can also save financial expenses for paying electricity tariffs (Nurdiana et al., 2018). So, based on journal from Nita Nurdiana, M. Saleh Al Amin, Abdurrahman Thohari, Infinity8 Bali is better to use LED lamp for saving energy and also for guest's convenience because the light of LED lamp is safe for eyes than TL. Infinity8 Bali use AC with central system, it consumes more energy (electricity) than VRV. Infinity8 Bali can introduce to use variable refrigerant volume (VRV) air conditioner system because VRV air conditioners are able to minimize power consumption without compromising the quality of cooling and partial heating. VRV or VRF air conditioner has applied ozone free technology. That is, unlike conventional types of air conditioners that can damage the ozone layer. VRV type air conditioners are very environmentally friendly and do not cause ozone damage that can trigger global warming. Indicator 2 is about installation of meters/equipment to monitor energy consumption that carried out by the



engineering department. The monitor energy consumption does third times a day (morning shift, evening shift and night shift) by engineer. The supervisor of engineering department will report the energy consumption and electricity usage costs every day. The value of indicator 3 is 77,78% which is encouragement of the involvement of hotel guest to save energy. In Infintiy8 Bali, savings are made by accessing the room card to turn on the lights and electricity in the room, if guests leave the room and bring their access card, the electricity will automatically turn off in less than 5 minutes so energy will not be wasted if guests forget to turn off the lights or other electronic equipment when leaving the room. The involvement of hotel's guests is not completely implemented because some guests ask more than one room card access, so if they have 2 room cards access so the one room card will keep plugged in and another room card, they keep to access the room.

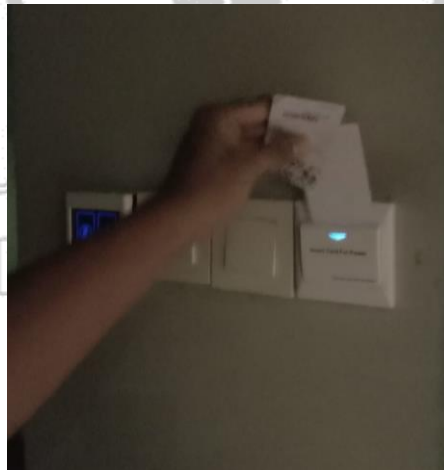


Figure 4. 16 Room access card

#### **4.2.7 Water efficiency and water quality**

The water efficiency is an accomplishment of a function, task, process, or result with the minimal amount of water feasible. Examples of water efficient steps

includes fixing leaking taps, taking showers rather than baths, installing displacements devices inside toilet cisterns, and using dishwashers and washing machines with full loads. These are things that fall under the definition of water efficiency, as their purpose is to obtain the desired result or level of service with the least necessary water. The water quality is a physical, chemical, biological and organoleptic (taste-related) properties of water. The variable of water efficiency and water quality has 4 questions. The answers of questionnaire results are attached in the table 4.15 below.

Table 4. 15 Respondent's answers to the implementation of water efficiency and water quality

No	Indicator	Score	Percentage	Status
1	Introduction of water saving techniques and / or use of water saving technology and equipment to reduce water consumption.	27	100%	Very appropriate
2	Regular maintenance for water saving equipment.	26	96,3%	Very appropriate
3	Encouragement of the involvement of hotel guest in water saving.	25	92,59%	Very appropriate
4	Ensure the quality of water used in the hotel.	26	96,3%	Very appropriate
		Total	96,3%	Very appropriate

Source: data processed 2022

The Table 4.15 shows the respondent's answers to the implementation of water efficiency and water quality is 96,3% and the level of implementation is very appropriate. The percentage of variable 7 can be seen on figure 4.17 below.

### PERCENTAGE OF VARIABLE 7

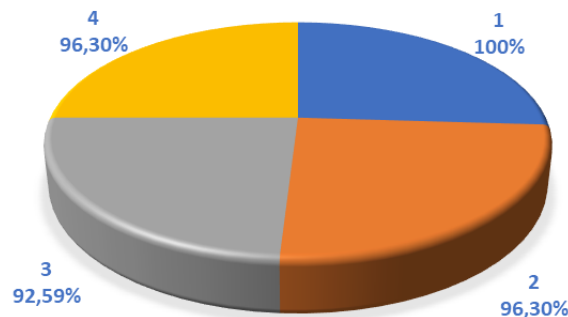


Figure 4. 17 Percentage of implementation of water efficiency and water quality

Based on the figure 4.17 above, we can see the indicator 1 is the highest value with 100% and indicator 3 is the lowest value with 92,59%. Indicator 1 is about introduction of water saving techniques and / or use of water saving technology and equipment to reduce water consumption. The equipment that uses to save the water is by using the aerator faucet because it will help limit the flow of water from the faucet so that water savings can be made over time. Also, using a shower instead of a bathtub helps reduce water usage. Infinity8 Bali only provides bathtub in suite rooms of which there are only 4 suite rooms. Indicator 2 and 4 have same value with 96,3%. The regular maintenance for water saving equipment is usually done by housekeeping and engineering. Cleaning equipment in the room like water tap and shower is carried out by housekeeping and regular maintenance for hotel's water saving equipment and ensure the quality of water used in the hotel are carried out by engineering. Indicator 4 is about quality of water used in the hotel. Infinity8 Bali routine check the quality of water everyday by engineering department. Every morning the engineering staff will check the pH of the water

especially pool water before the pool opens for the guests. Indicator 3 has the lowest value with 92,59%.



Figure 4. 18 Aerator faucet

Infinity8 Bali use shower and aerator faucet to save water usage. It is more save the water than plastic water faucet because an aerator faucet is a device that produces air bubbles whose function is almost the same as an oxygen-producing device in an aquarium. This water faucet will help to limit the flow of water from the faucet so that can save water over time. The guest's involvement in saving water is carried out by using shower and aerator faucet to save water usage.

#### 4.2.8 Air quality management (indoor and outdoor)

Air quality management includes looking after the air inside premises, as well as reducing the impact of any activities that could affect the air in local neighborhood. Quality is defined as a measure of the condition of air relative to the requirements of one or more biotic species or to any human need or purpose. Air quality indices (AQI) are numbers used by government agencies to characterize the quality of the air at a given location. As the AQI increases, an increasingly large percentage of the population is likely to experience increasingly severe adverse

health effects. Air quality index values are divided into ranges, and each range is assigned a descriptor and a color code. The variable of air quality management has 2 questions. The answers of questionnaire results are attached in the table 4.16 below.

Table 4. 16 Respondent's answers to the implementation of air quality management (indoor and outdoor)

No	Indicator	Score	Percentage	Status
1	Designation of smoking and non-smoking area.	27	100%	Very appropriate
2	Regular monitoring and maintenance for equipment and hotel facilities to ensure the air quality i.e. air conditioning.	27	100%	Very appropriate
Total			100%	Very appropriate

Source: data processed 2022

The Table 4.16 shows the respondent's answers to the implementation of air quality management is 100% and the level of implementation is very appropriate. The percentage of variable 8 can be seen by on figure 4.19 below.

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### PERCENTAGE OF VARIABLE 8

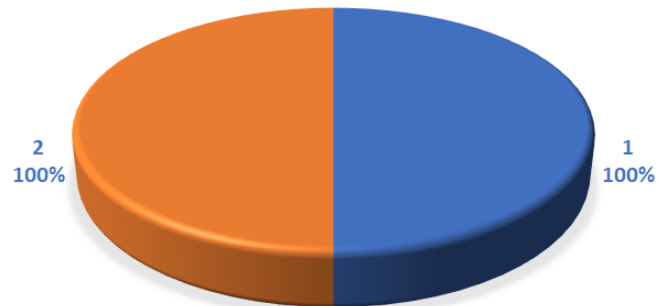


Figure 4. 19 Percentage of implementation of air quality management (indoor and outdoor)

Based on the figure 4.19 above, we can see the indicator 1 and 2 have same value that is 100%. Inifnity8 Bali provides smoking area for staffs and guests. Smoking area for the guest is located in front of lobby, in front of the 8trium restaurant and on the rooftop. For the staff, smoking area is located in the basement, in front of the locker staff. During the check in, front office staff will explain that the guest can't smoke in the room and tell the smoking area for guest. If the guest smoke in the room, it will be fine Rp. 2.000.000.

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**KESEPAKATAN UNTUK TIDAK MEROKOK / NON SMOKING AGREEMENT**  
**NON SMOKING AGREEMENT**

Dimohon untuk menjadikan kamar pilihan anda sebagai "KAMAR TIDAK BOLEH MEROKOK" untuk kenyamanan anda. Dengan menandatangani lembar ini maka anda telah memahami segala peraturan larangan merokok yang ada di kamar anda selama menginap. Apabila anda atau tamu anda merokok di dalam kamar, maka pihak hotel berkewajiban untuk membebankan kepada anda tagihan sebesar Rp. 2.000.000,- (Dua Juta Rupiah) sebagai biaya untuk kebersihan dan pencucian linen guna menghilangkan bau rokok.

Please treat your room as **NON SMOKING ROOM** as your preferred for your comfortable stay. Therefore by signing this letter, you are agreeing to observe the **NON SMOKING** sign inside your room during your stay. If you or your visiting guest smoking in the room, the hotel will be authorized to charge you as **IDR 2.000.000,-** ( Two Million Rupiah) for the complete cleaning and fabrics replacement.

**KESEPAKATAN KUNCI KAMAR / ROOM KEYS AGREEMENT**  
**ROOM KEYS AGREEMENT**

Dimohon untuk mengembalikan kunci kamar pada saat anda meninggalkan area hotel. Apabila anda atau tamu anda tidak mengembalikan kunci kamar, maka pihak hotel berkewajiban untuk membebankan kepada anda tagihan sebesar Rp. 50.000,- (Lima Puluh Ribu Rupiah) per kunci sebagai biaya penggantian kunci yang hilang.

<b>TANDA TANGAN TAMU</b> <i>GUEST'S SIGNATURE</i>	<b>Diperiksa Oleh</b> <i>Checked By</i>

Figure 4. 20 Non-smoking agreement

Regular monitoring and maintenance for equipment and hotel facilities to ensure the air quality i.e. air conditioning is carried out by engineering and housekeeping. The housekeeping will clean and check the room facilities especially air conditioner before guest check-in, so if there are facilities can't work properly, the housekeeping staff will report the problem to engineering by handy talky (HT). The engineering staff will check the problem and if the problem can't solve, the engineering staff will report to the front office department to ask move room.

#### 4.2.9 Noise pollution control

Noise is unwanted sound in a business or activity at a certain level and time that causes disturbance to human health. Hotel is a place that guest to stay for a while so hotel has to control the noise pollution in operational to provide a

comfortable stay. The variable of noise pollution control has 1 question. The answers of questionnaire results are attached in the table 4.17 below.

Table 4. 17 Respondent's answers to the implementation of noise pollution control

No	Indicator	Score	Percentage	Status
1	Existence of noise control program from hotel operation.	24	88,89%	Very appropriate
Total			88,89%	Very appropriate

Source: data processed 2022

The Table 4.17 shows the respondent's answers to the implementation of noise pollution control is 88,89% and the level of implementation is very appropriate. The noise control program from hotel operation is carried out by check generator engine decibels. The engineering will check the sound and make sure that it will not disturb guests. The noise also come from cleaning equipment used by housekeeping like floor machine. So, the housekeeping staffs have to choose the right time to use the floor machine. Cleaning the floor usually is done around 10 A.M. until 1 P.M. because at that time mostly the hotel guest already check-out and the check-in time is at 2 P.M. To improve the convenience of the guest about noise pollution, engineering and housekeeping department can download sound meter application on the phone to detect and control noise in the hotel.

#### **4.2.10 Waste water treatment and management (water quality)**

Waste water is used water, typically discharged into the sewage system and often contains matter and bacteria in solution or suspension. The variable of waste



water treatment and management (water quality) has 3 questions. The answers of questionnaire results are attached in the table 4.18 below.

Table 4. 18 Respondent's answers to the implementation of waste water treatment and management (water quality)

No	Indicator	Score	Percentage	Status
1	The use of mechanisms to prevent water contamination and reduce waste water generation.	24	88,89%	Very appropriate
2	Promotion of the use of recyclable/grey water in operation i.e. watering trees.	16	59,26%	Quite appropriate
3	Encouragement for an appropriate use of wastewater treatment.	15	55,56%	Quite appropriate
		Total	67,90%	Appropriate

Source: data processed 2022

The table 4.18 shows the respondent's answers to the implementation of waste water treatment and management (water quality) is 67,90% and the level of implementation is very appropriate. The percentage of variable 10 can be seen 4.21 below.

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### PERCENTAGE OF VARIABLE 10

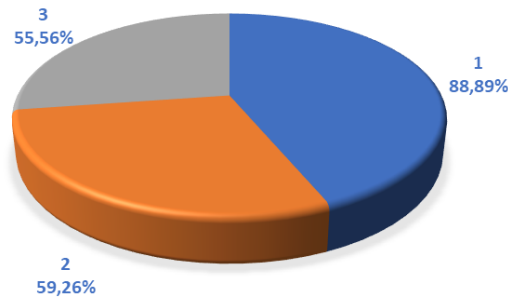


Figure 4. 21 Percentage of implementation of air quality management (indoor and outdoor)

Based on the figure 4.21 above, we can see the indicator 1 is the highest value and indicator 3 is the lowest value that is 88,89% and 55,56%. The value of indicator 1 is 88,89% and level of implementation is very appropriate. Infinity8 Bali always check and clean the gutters and drains by engineering department to prevent water contamination and reduce waste water generation. If the gutters and drains are not cleaned regularly, they will clog the drains and smells bad in the guest room.



Figure 4. 22 Sewage treatment plant (STP)

The level of implementation indicator 2 is appropriate with 59,26% which is about the promotion of the use of recyclable/grey water in operation i.e. watering trees. It

is accordance based from the interview with the engineering supervisor that the Infinity8 Bali use groundwater for watering trees. Infinity8 Bali does not have a place to collect rainwater, so the implementation of the use of recycled water cannot be implemented fully. Percentage of indicator 3 is 55,56% and the level is quite appropriate. Infinity8 Bali encourage the staff to use the waste water appropriately by explanation to save water that carried out by the supervisor in every department. The indicator 3 is not fully implemented because the waste water after processing directly send to the city drain. So, to increase the percentage of implementation of encouragement for an appropriate use of wastewater treatment, Infinity8 Bali can use the waste water after processing to remove contamination or hazardous substances as the flusher or watering trees. It can save water and restore the amount of water in the soil. So, groundwater supplies at Infinity8 Bali remain stable.

#### **4.2.11 Toxic and chemical substance disposal management**

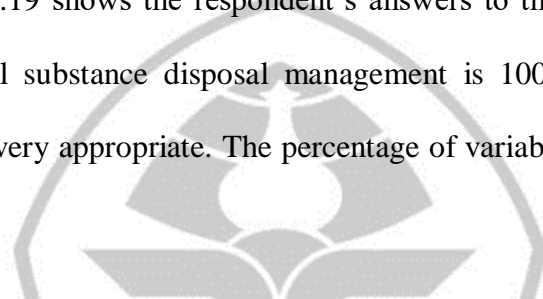
Toxic and chemical substance disposal management have to clear and understandable of storage and use of chemicals in hotel. Hazardous waste handling and disposal practices in hotel-training of staffs on the hazardous waste management handling. The variable of toxic and chemical substance disposal management has 2 questions. The answers of questionnaire results are attached in the table 4.19 below.

Table 4. 19 Respondent's answers to the implementation of toxic and chemical substance disposal management

No	Indicator	Score	Percentage	Status
1	Provision of clear signs for toxic substance.	27	100%	Very appropriate
2	Appropriate hazardous waste disposal management.	27	100%	Very appropriate
Total			100%	Very appropriate

Source: data processed 2022

The table 4.19 shows the respondent's answers to the implementation of toxic and chemical substance disposal management is 100% and the level of implementation is very appropriate. The percentage of variable 11 can be seen on figure 4.23 below.



#### PERCENTAGE OF VARIABLE 11

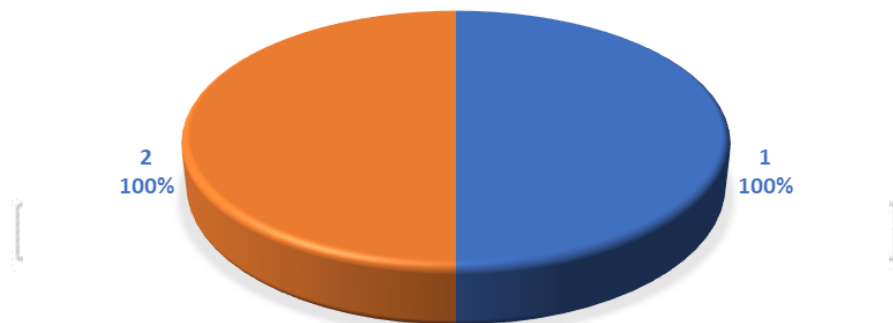


Figure 4. 23 Percentage of implementation of toxic and chemical substance disposal management

Based on the figure 4.23 above, we can see the indicator 1 and 2 have same value which is 100%. Indicator 1 is about clear signs for toxic substance. Infinity8

Bali has an appropriate hazardous waste disposal management. The hazardous waste management is carried out by separating types of hazardous waste such as wet waste, toxic hazardous waste, and medical waste. In addition, clear signs and proper storage of toxic substances are carried out to avoid the dangerous things that maybe happened. Chemicals are stored by housekeeping and engineering department in their store.



Figure 4. 24 B3 waste

Indicator 2 is about appropriate hazardous waste disposal management. At Infinity8 Bali, wastewater from the kitchen is managed using the Sewage Treatment Plant (STP) system. STP system is a process to remove contamination or hazardous content in waste that can disturb the surrounding ecosystem. The chemical that used in the STP process are EM4 and molasses. To produce treated water that is free from bacteria, germs and viruses so as not to disturb the environment. The final result of the new waste treatment is discharged into city drains and can even be used for watering plants.

The percentage of green hotel implementation in Infinity8 Bali shows the variation data. The percentage of all variables can be seen on figure 4.11.

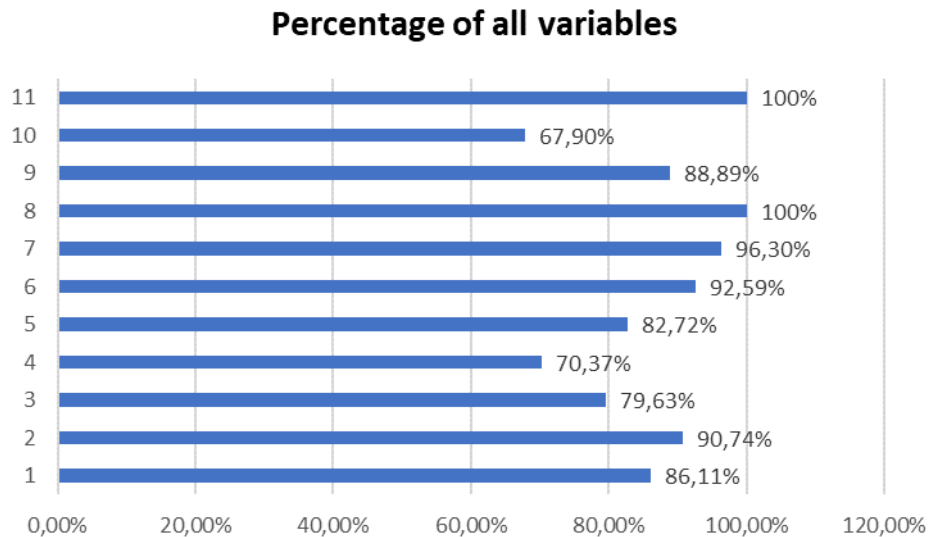


Figure 4. 25 Percentage of all variables

Based on the figure 4.11, the green hotel implementation based on ASEAN Green Hotel Standard in infinity8 Bali is on the level appropriate and very appropriate with a percentage range between 60%-100%. It gets from the percentage and interview result of all variables can conclude that there is a variation data in this research. Variable 8 and 11 are the highest value with 100% and the level of implementation is very appropriate. Variable 10 is the lowest value with 67,90% and the level of implementation is appropriate. The percentage of all variables shows that environmental policy and actions for hotel operation with 86,11%, use of green products with 90,74%, collaboration with the community and local organizations with 79,63%, human resource development with 70,37%, solid waste management with 82,72%, energy efficiency with 92,59%, water efficiency

and water quality with 96,30%, air quality management (indoor and outdoor) with 100%, noise pollution control with 88,89%, waste water treatment and management (water quality) with 67,90%, toxic and chemical substance disposal management with 100%.



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## CHAPTER V

### CONCLUSION AND SUGGESTION

#### 5.1 Conclusion

Based on the results of the analysis and discussion, it can be concluded that Infintiy8 Bali has implemented a green hotel in accordance with the ASEAN Green Hotel Standard. The percentage of implementation shows that the overall implementation of the ASEAN green hotel standard is above 60% which is at the appropriate and very appropriate level. There are implementation aspects that apply very well in a percentage range of 81% - 100%, namely environmental policy and actions for hotel operations, use of green products, solid waste management, energy efficiency, water efficiency and water quality, air quality management (indoor and outdoor), noise pollution control, and toxic and chemical substance disposal management. The implementation aspect with the appropriate level in the range of 61% - 80%, namely collaboration with the community and local organizations, human resource development, and waste water treatment and management (water quality). Not all aspects of the ASEAN green hotel standard are carried out thoroughly due to several limitations and constraints such as lack of knowledge, limited space/land, and limited costs. Lack of knowledge causes fewer effective decisions made in implementing green hotel standards. This can be seen in the energy efficiency aspect, where the introduction of energy-saving techniques implemented, namely the use of TL (Tubular Lamp) still consumes a lot of energy



compared to the use of LED lamps. Limited space and land cause some aspects of green hotels to not be fully implemented, such as solid waste management and waste water treatment and management (water quality).

## **5.2 Suggestion**

Based on the results of this study, the suggestion that can be conveyed is The Infinity8 Bali must consistently pay attention with the collaboration with the community and local organizations, human resource development, and waste water treatment and management (water quality), because these aspects are on the low value compared with other aspects. The Infinity8 Bali have to implemented the human resources development which is provide of training programs for operation and management staff on environmental management to increase the environmental awareness. Besides that, Infinity8 Bali have to concern about waste water treatment and management (water quality) by make a rule about water quality to prevent water contamination and reduce waste water generation.

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The logo of Politeknik Negeri Bali is a stylized emblem within a shield-like shape. It features a central vertical element resembling a book or a stylized 'P', with horizontal wings extending from the middle. Above this central element is a smaller, more intricate design that includes a star-like shape. The entire logo is rendered in a light gray color.

# **APPENDICES**

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## Appendix 1. Questionnaire

### Questionnaire

Dear Mr/Ms/Mrs,

My name is Putu Wideasari, a Tourism Business Management student of Politeknik Negeri Bali, who is currently undertaking the final project as my responsibility in pursuing my Bachelor Degree. I would like to analyse the implementation of green hotel at Infinity8 Bali. It will only take your time for about 5 minutes to fill this questionnaire. Your response is very precious and useful for me. Thank you.

Name of respondent :

Department :

Position in hotel :

Length of work :

#### Directions:

Please give to the statement below by a sign (√) checklist on the box provided.

Requirements - Hotels	Yes	No
<b>1. Environmental policy and actions for hotel operation</b>		
1.1 Promotion of environmental activities in order to encourage the involvement of hotel staff, clients and suppliers to participate in environmental management practices.		

1.2 Existence of plan for raising staff to be aware of environment i.e. training.		
1.3 Existence of environmental management plan for hotel operation.		
1.4 Existence of monitoring program for environmental management of hotels.		
<b>2. Use of Green products</b>		
2.1 Encouragement for the use of local products for hotel operation i.e. food and handicrafts.		
2.2 Encouragement for the use of environmentally friendly products.		
<b>3. Collaboration with the community and local organizations</b>		
3.1 Existence of plans/ activities to help improve quality of life of the community.		
3.2 Existence of awareness rising programs for local community on environmental protection.		
<b>4. Human resource development</b>		
4.1 Provision of training programs for operation and management staff on environmental management.		
<b>5. Solid waste management</b>		
5.1 Introduction of waste management techniques e.g. waste reduction, reuse, recycling, waste separation and composting.		

5.2 Encouragement of the involvement of hotel staff in waste reduction, reuse, recycling, waste separation and composting programme.		
5.3 Encouragement of the involvement of hotel Guest in reuse, recycling, waste separation		
<b>6. Energy efficiency</b>		
6.1 Introduction of energy saving techniques and / or energy saving technology and equipment for hotel to reduce energy consumption.		
6.2 Installation of meters/equipment to monitor energy consumption.		
6.3 Encouragement of the involvement of hotel Guest in energy saving		
<b>7. Water efficiency and water quality</b>		
7.1 Introduction of water saving techniques and / or use of water saving technology and equipment to reduce water consumption.		
7.2 Regular maintenance for water saving equipment.		
7.3 Encouragement of the involvement of hotel Guest in water saving.		
7.4 Ensure the quality of water used in the hotel		
<b>8. Air quality management (indoor and outdoor)</b>		
8.1 Designation of smoking and non-smoking area.		

8.2 Regular monitoring and maintenance for equipment and hotel facilities to ensure the air quality i.e. air conditioning.		
<b>9. Noise pollution control</b>		
9.1 Existence of noise control program from hotel operation.		
<b>10. Waste water treatment and management (water quality)</b>		
10.1 The use of mechanisms to prevent water contamination and reduce waste water generation.		
10.2 Promotion of the use of recyclable/grey water in operation i.e. watering trees.		
10.3 Encouragement for an appropriate use of wastewater treatment.		
<b>11. Toxic and chemical substance disposal management</b>		
11.1 Provision of clear signs for toxic substance.		
11.2 Appropriate hazardous waste disposal management.		



Appendix 2. The result of questionnaire

Responden	X1				X2		X3		X4	X5			X6			X7				X8		X9	X10			X11	
	X1.1	X1.2	X1.3	X1.4	X2.1	X2.2	X3.1	X3.2	X4.1	X5.1	X5.2	X5.3	X6.1	X6.2	X6.3	X7.1	X7.2	X7.3	X7.4	X8.1	X8.2	X9.1	X10.1	X10.2	X10.3	X11.1	X11.2
1	1	0	1	1	1	1	1	0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2	1	0	1	1	1	1	1	0	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
3	1	1	1	1	1	1	1	0	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	0	0	1	1
4	0	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1
5	0	1	1	1	1	1	1	0	1	1	0	1	1	1	1	1	1	1	1	1	1	1	0	0	0	1	1
6	1	0	1	0	1	1	1	1	0	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1
7	1	1	1	1	1	1	1	0	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
8	1	1	1	1	1	1	1	0	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
9	1	1	1	1	1	1	1	0	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
10	1	1	1	1	1	1	1	0	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1
11	1	0	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1
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14	1	0	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1
15	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	1	1
16	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1
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22	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
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25	0	1	1	1	1	0	1	1	1	1	1	1	1	1	0	1	1	1	0	1	1	1	1	1	1	1	1
26	1	1	1	1	1	1	1	0	1	0	1	0	1	1	1	1	1	1	0	1	1	1	1	0	0	1	1
27	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1
<b>Score</b>	<b>23</b>	<b>19</b>	<b>26</b>	<b>25</b>	<b>26</b>	<b>23</b>	<b>27</b>	<b>16</b>	<b>19</b>	<b>26</b>	<b>21</b>	<b>20</b>	<b>27</b>	<b>27</b>	<b>21</b>	<b>27</b>	<b>26</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>27</b>	<b>24</b>	<b>24</b>	<b>16</b>	<b>15</b>	<b>27</b>	<b>27</b>

Appendix 3. The data process from questionnaire

No.	Variable	Score	Percentage	Level
1	X1	93	86,11%	Very appropriate
2	X2	49	90,74%	Very appropriate
3	X3	43	79,63%	Appropriate
4	X4	19	70,37%	Appropriate
5	X5	67	82,72%	Very appropriate
6	X6	75	92,59%	Very appropriate
7	X7	104	96,30%	Very appropriate
8	X8	54	100,00%	Very appropriate
9	X9	24	88,89%	Very appropriate
10	X10	55	67,90%	Appropriate
11	X11	54	100,00%	Very appropriate



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## Appendix 4. Documentation



POLITEKNIK NEGERI BALI



INFINITY'S BALL	
<b>ALA CARTE MENU</b>	
<b>SOUP</b>	<b>DESSERT</b>
Fish Chowder IDR 55,000	Pisang Goreng IDR 35,000
Soto Ayam IDR 55,000	Es Kacang IDR 35,000
<b>LOCALITA</b>	<b>BEVERAGE</b>
Mie Goreng "Special Infinity" IDR 85,000	Fresh Juice IDR 60,000
Mie Goreng Jawa Timur IDR 85,000	Tea Bar IDR 30,000
Soto Ayam Super IDR 85,000	Soft Drink IDR 30,000
Ayam Sem Widu IDR 85,000	Mineral Water IDR 25,000
Ikan Bakar Timbagan IDR 85,000	<b>Brewed Recipe</b>
<b>HEAVY BITES</b>	Espresso IDR 35,000
Infiniti Burger IDR 75,000	Double Espresso IDR 45,000
Infiniti Club IDR 85,000	Black Coffee IDR 35,000
Spaghetti Carbonara IDR 90,000	Flat White IDR 35,000
Basic Caesar Salad with Chicken IDR 85,000	Cappuccino IDR 35,000
Fish and Chips IDR 85,000	Machiato IDR 35,000
	Coffee Latte IDR 40,000
	Vanilla Latte IDR 40,000
	Hazelnut Latte IDR 40,000
	<b>BEERS</b>
	Bitang IDR 45,000
	Radler IDR 45,000
	Prost IDR 45,000

\*all prices are inclusive service charge and government tax

INFINITE HOME FOR INFINITE PLEASURES - WWW.INFINITBALL.COM

**Gen Set Check List Report**

Kila

No	Date checking	Time Checking	Lubrication (Oil)	Water Engine	Cooling			Panel	Remarks	Checked By
					Daily Fuel	Mobile Fuel	Accumulator			
1	22/05/19	11.30	Genex 211 Genex 400	Agus-Adnan	✓	✓	✓	✓		Prih
2										
3										
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14										
15										
16										
17										

Acknowledge by:

Chief Engineer



JURUSAN PARIWISATA  
POLITEKNIK NEGERI BALI