

UNDERGRADUATE THESIS

**IMPLEMENTATION OF ENVIRONMENTAL
MANAGEMENT SYSTEM IN ENHANCING EMPLOYEES'
AWARENESS AT INTERCONTINENTAL BALI RESORT**



POLITEKNIK NEGERI BALI

KADEK GITA DWI UTAMI

**TOURISM DEPARTMENT
POLITEKNIK NEGERI BALI
BADUNG
2023**

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**KADEK GITA DWI UTAMI
SIN. 1915834006**

**TOURISM BUSINESS MANAGEMENT STUDY PROGRAM
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**This undergraduate thesis is submitted as one of the requirements to earn
Applied Bachelor's Degree in Tourism Management Study Program
in Politeknik Negeri Bali**



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**KADEK GITA DWI UTAMI
SIN. 1915834006**


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AT INTERCONTINENTAL BALI RESORT**

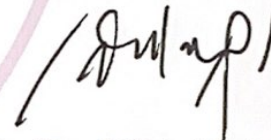
This undergraduate thesis has been approved by the Supervisors and the Head of
Tourism Department of Politeknik Negeri Bali on 25th July 2023

Supervisor I,



Dra. Ni Nyoman Triyuni, MM
NIP. 196212311990102001

Supervisor II,



Dr. Drs. I Ketut Sutarna, MA
NIP. 196312311989101001



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POLITEKNIK NEGERI BALI**

Acknowledge by
The Head of Tourism Department,




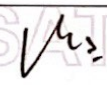

Prof. Ni Made Ernawati, MATM., Ph.D
NIP. 196312281990102001

UNDERGRADUATE THESIS VALIDITY SHEET

This undergraduate thesis entitled:

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by **Kadek Gita Dwi Utami (SIN. 1915834006)** has been successfully defended in front of the Board of Examiners and accepted as partial fulfillment of the requirements for the Applied Bachelor's Degree of Tourism Business Management in **Undergraduate Thesis Examination** on Tuesday, 25th July 2023

	Examiner	Signature
Head	Dra. Ni Nyoman Triyuni, MM NIP. 196212311990102001	
Member	Drs. I Ketut Astawa, MM NIP. 196107211988111001	
Member	Ni Kadek Herna Lastari, M.Pd. NIP. 199505302022032015	

Acknowledged by,
Head of Tourism Department,
Politeknik Negeri Bali



Prof. Ni Made Ernawati, MATM., Ph.D
NIP. 196312281990102001



POLITEKNIK NEGERI BALI

**KEMENTERIAN PENDIDIKAN, KEBUDAYAAN,
RISET, DAN TEKNOLOGI
POLITEKNIK NEGERI BALI**

Jalan Kampus Bukit Jimbaran, Kuta Selatan, Kabupaten Badung, Bali – 80364

Telp. (0361) 701981 (hunting) Fax. 701128

Laman: www.pnb.ac.id Email: poltek@pnb.ac.id

STATEMENT OF ORIGINALITY

The undersigned below,

Name : Kadek Gita Dwi Utami

SIN : 1915834006

Study Program : Tourism Business Management

Tourism Department Politeknik Negeri Bali

I hereby declare that my thesis entitled:

**“Implementation of Environmental Management System in Enhancing
Employees’ Awareness at InterContinental Bali Resort”**

which content is my own work, thereby free from plagiarism. Being stated, I am ready to bear the risk or any sanctions impose to me in accordance with regulation.

Badung, 25 July 2023

Who made the statement,



Kadek Gita Dwi Utami

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This Undergraduate Thesis still needs some critics and suggestions for improvement in future writing. The writer hopes that this proposal could be beneficial for the thesis as well as the development of the tourism industry.

Badung, July 2023

The Writer

JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

ABSTRACT

Utami, Kadek Gita Dwi. (2023). Implementation of Environmental Management System in Enhancing Employees' Awareness at InterContinental Bali Resort. Thesis: Tourism Business Management, Department of Tourism, Bali State Polytechnic.

This thesis has been approved and examined by Supervisor I: Dra. Ni Nyoman Triyuni, MM, and Supervisor II: Dr Drs. I Ketut Sutarna, MA.

Keywords: Environmental Management System, Waste Management, Saving Energy, Employee Awareness.

This study aims to determine the implementation of the Environmental Management System (EMS) in the back-office department at InterContinental Bali Resort and determine employee awareness of EMS in 3 back-office departments namely Human Resources, Finance and Sales & Marketing departments. The data collection method of this research was carried out by observation, interviews, distributing questionnaires, documentation and literature study. The sampling technique in this study used non-probability sampling technique (saturated sample) with a total sample of 40 respondents and 3 informants. Data collection using an online questionnaire distributed to respondents using link distribution. The data results from the questionnaire were processed with supporting of SPSS 26 for windows software. Data analysis techniques using mixed methods, qualitative descriptive to determine the application of the Environmental Management System in the back-office department at InterContinental Bali Resort and multiple linear regression analysis used to find the extent of employee awareness at InterContinental Bali Resort related to EMS implementation. The results showed that the implementation of EMS in the three back-office departments at InterContinental Bali Resort has been maximized. While the results of the multiple linear regression analysis test show that employee awareness of EMS implementation in the three back-office departments at InterContinental Bali Resort has a low relationship and an effect of 24% in increasing employee awareness.

ABSTRAK

Utami, Kadek Gita Dwi. (2023). *Implementation of Environmental Management System in Enhancing Employees' Awareness at InterContinental Bali Resort*. Skripsi: Manajemen Bisnis Pariwisata, Jurusan Pariwisata, Politeknik Negeri Bali.

Skripsi ini telah disetujui dan diperiksa oleh Pembimbing I: Dra. Ni Nyoman Triyuni, MM, dan Pembimbing II: Dr. Drs. I Ketut Utama, MA.

Kata Kunci: *Environmental Management System, Waste Management, Saving Energy, Employee Awareness*.

Penelitian ini bertujuan untuk mengetahui penerapan *Environmental Management System* (EMS) pada departemen *back office* di InterContinental Bali Resort dan mengetahui kesadaran karyawan mengenai EMS pada 3 departemen *back office* yaitu *Human Resources, Finance dan Sales & Marketing* departemen. Metode pengumpulan data penelitian ini dilakukan dengan observasi, wawancara, penyebaran kuesioner, dokumentasi dan studi pustaka. Teknik penentuan sampel dalam penelitian ini menggunakan teknik *non-probability sampling* (sample jenuh) dengan total sampel sebanyak 40 responden dan informan sejumlah 3 orang. Pengumpulan data menggunakan kuesioner online yang disebar ke responden menggunakan penyebaran link. Hasil data dari kuesioner tersebut diolah dengan bantuan *software SPSS 26 for windows*. Teknik analisis data menggunakan *mix methods*, deskriptif kualitatif untuk mengetahui penerapan *Environmental Management System* pada departemen *back office* di InterContinental Bali Resort dan analisis regresi linear berganda digunakan untuk mencari sejauh mana kesadaran karyawan di InterContinental Bali Resort terkait penerapan EMS. Hasil penelitian menunjukkan bahwa penerapan EMS pada tiga departemen *back office* di InterContinental Bali Resort sudah maksimal. Sementara hasil dari uji analisis regresi linear berganda menunjukkan bahwa kesadaran karyawan terhadap penerapan EMS pada tiga departemen *back office* di InterContinental Bali Resort memiliki hubungan yang rendah dan berpengaruh sebesar 24% dalam meningkatkan kesadaran karyawan.

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CHAPTER I

INTRODUCTION

1.1 Research Background

In this era of globalization, developments in the economic sector continue to increase. The economic field is inseparable from business activities which are human activities in meeting their daily needs. Business people must understand how business ethics and law are in the economic field itself, until now various types of businesses have begun to appear and compete with each other to find a large target market. One form of development in the business world is Hotel or hospitality, currently many hotels are popping in big cities and even in remote villages quickly.

All types of existing resources are trying to be optimally utilized, including natural resources that can be used to improve the goals of the business or business that is owned. When a hotel operates, it has the potential to have an impact on the environment, both positive and negative, currently environmental problems have become a global issue in the midst of a very rapid development process. The problem of environmental damage, its causes and impacts on human life in the present will greatly impact human life in the future, so humans should realize the importance of preserving the environment (Purnamawati, 2018). ISO 14001 is an internationally agreed standard in the application of environmental management systems. one of the environmentally friendly steps in the hotel industry's operations is by implementing an Environmental Management System. ISO 14001 helps companies that the company has a commitment to make continuous improvements.

With this continuous improvement, environmental performance will be improved little by little (Renjani, 2013).

The implementation of Environmental Management System can improve the hotel's image and competitiveness, but this will not work without the involvement of all employees at the hotel. One way is to start from the scope of a department in the hotel, one of which is the Human Resources Department which is one of the departments that supports the success of a company. InterContinental Bali Resort which is located on Jl. Uluwatu no 45, this is one of hotel under InterContinental Hotel Group (IHG) where there is Green Engage program from IHG brand which is an innovative program to design, build and run a more sustainable hotel to measure the impact on the environment from day to day running their hotels under the IHG brand (Surya et al., 2020), has not fully implemented the Environmental management system, there is a lack of employee awareness of the importance of this for future sustainability. From the results of observations during research at InterContinental Bali Resort hotel, some employees still have not been able to implement an Environmental Management System in utilizing energy and waste management, where one of the goals of the hotel is to reduce waste production. Based on the description of the background above, the writer is interested in conducting research with the title "Implementation of Environmental Management System in Enhancing Employees Awareness at InterContinental Bali Resort".

1.2 Research Questions

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

1. What is the Implementation of Environmental Management System at InterContinental Bali Resort?
2. How is the Implementation of Environmental Management System in Enhancing employee's awareness at InterContinental Bali Resort?

1.3 Research Objectives

Based on the research questions above, the purpose of this research objectives are as follows:

1. To analyze Implementation of Environmental Management System at InterContinental Bali Resort.
2. To analyze Implementation of Environmental Management System in Enhancing the employee's awareness at InterContinental Bali Resort.

1.4 Research Significance

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

1. Theoretical Benefits

This research is expected to provide benefits to add information, insight and knowledge about the importance of an Environmental Management System in a hotel for the sustainability. So that later it can be used as a guideline for further research, especially in InterContinental Bali Resort.

2. Practical Benefits

The results of this research are expected to be useful input and guidelines for companies regarding what needs to be improved in implementing the environment

management system and have high hopes that this implementation can be carried out by all departments in hotel, so that it can become a hotel that consistent in implementing environmental management systems that can help sustain the environment for the future.

1.5 Limitations and Scope of Problems

The scope of this research has limitations on the object of research to be examined. The variables used in this study, namely the environmental management system and employee awareness. The data collection carried out on the object of research is only limited to the back of house department which consists of human resources, finance and sales & marketing Department.



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CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

Based on the results of the analysis and discussion described in the previous chapter relating to the Implementation of Environmental Management System in Enhancing Employees Awareness at InterContinental Bali Resort, it can be concluded that the Implementation of Environmental Management System has been implemented very well, this can be proven by the fulfilment of all Waste Management and Saving Energy indicators with an average score of 4,84 which means it is in the "Highly Implemented" category. The implementation carried out at InterContinental Bali Resort in Waste Management by applying the 3R concept (Reduce, Reuse and Recycle), namely using modern technology for hotel administrative activities, reusing products that are still suitable for use as an effort to reduce the use of goods that have the potential to become waste, and sorting waste. Saving Energy is done by turning off lights and electronic objects that are not used in the office.

Implementation of Environmental Management System in Enhancing Employees Awareness at InterContinental Bali Resort is 24%, while the remaining 76% is influenced by other factors or variables not included in this study, with the implementation of the Environmental Management System of Waste Management as a variable had a correlation factor of 24% in enhancing employee awareness.

5.2 Suggestion

Based on the results of the research and discussion that has been described, several suggestions can be made regarding Employees Back office at InterContinental Bali Resort as follows:

1. Implementation of the Environmental Management System at InterContinental Bali Resort be maintained and improved as proof that InterContinental Bali Resort is indeed committed to the environment, by continuing to educate staff and daily workers and trainees about the importance of Environmental Management System implementation can maintain the company's image.
2. It is better to keep implementing it with self-awareness and not forget to remind each other if there are deviant actions to make it a habit, if it has become a habit then everyone will do the same thing without having to.

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