

Implementation of Green Hotel Practice in the Housekeeping Department at Hotel Tugu Bali

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Abstract : *The research aims to determine the implementation of green hotel practice by Hotel Tugu Bali in the housekeeping department. The object of this research is the implementation of green hotel practice in the housekeeping department at Hotel Tugu Bali, which is classified as a 5-star hotel in the Canggu area. This research is a qualitative research with descriptive data type. The results of this study indicate that the application of green hotel standards in the housekeeping department at Hotel Tugu Bali in general has implemented green hotels. However, in its application there are several things that are not optimal, namely swimming pools that still use chemicals, do not have the application of waste management techniques, lack of application and the assumption that the application of green hotels actually requires expensive costs. These obstacles need to be overcome by training activities, building commitments, policies and actions in operational hotels.*

Keywords: *green hotel, environmentally friendly, management policy*

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Introduction

Tourism can be said as a human activity that travels to and lives in a destination outside of their daily environment. Journey tour in progress in time no more from one year by in a row, and aim for have fun happy, do activity business and other. Tourist is activities that are dynamic and involve many human, good by individual nor group as well as turn on various field effort (Banjamahor et al., 2021). Tourist is various type activity tour and supported various facility as well as services provided by community, businessmen, government, and government regions, according to the Republic of Indonesia Law No. 10 of 2009. Moment this, development sector tourist grow up with fast, it can be seen with number tourist means and developing infrastructure rapidly throughout Indonesia, such as: accommodation, services transportation, restaurant, *money changer*, object travel, and facility other. Role sector tourist national the more important in line with development and contributions made sector tourist through reception foreign exchange earnings area, development region, as well as in absorption investment and power work as well as development businesses spread across various remote corner region in Indonesia (Elistia, 2020). However, on 2020 because impact from there is a pandemic *COVID-19*, number visiting tourists to Bali to experience decline. The implementation of the CHSE certification program by the Kemenparkraf is one of the government's efforts to generate special tourism in Bali. CHSE certification is an assessment activity to see the level of readiness of the tourism industry in implementing COVID-19 health protocols based on aspects of cleanliness, health, safety and environmental sustainability. Every tourism industry is encouraged to have CHSE certification, including hotels.

Hotels are complex organizations with several parts that may not be visible to the layman (Komar, 2014). Hotel is an accommodation business entity or company that provides services to the general public with lodging services, food and beverage providers, room service, and laundry services. This facility for for they those who stay at the hotel or those who only use facility certain hotels owned (Nurnawati & Ardyrusmarryya, 2017). Hotels are the main tourism actors, who are also big consumers of natural resources and dispose of considerable amounts of waste. Hotel customers are getting realize importance awareness environment and expect company lodging for follow practice friendly environment (Yoon et al., 2016). To accommodate the needs of these tourists, hotels in Bali have begun to implement environmentally friendly accommodation management because environmental conditions are increasingly alarming. One of the most appropriate solutions and is believed to be able to manage these accommodations, namely *Green Hotel*. See phenomenon pollution environment moment this is wrong the only one

originated from activity operations in the department *housekeeping*. Housekeeping is one part of the hotel that handles matters related to tidiness, beauty, cleanliness, completeness, comfort, security and health of all rooms, as well as other public areas, so that guests and employees can feel safe in the hotel. hotels (Parsidi, 2021). Meanwhile, according to (Cahyono & Suyanto , 2015) housekeeping has meaning a department in a headed hotel by Housekeeper who owns Duty in Thing guard cleanliness , tidiness and the beauty of the hotel environment . Besides that, another expert , namely (Oktazana , 2017) housekeeping (administration) graha) is part from governing department or arrange equipment, maintenance cleanliness, report damage and give decor with the goal is that the house (hotel) look neat, clean, attractive, comfortable and pleasant for residents or guest (guest).

Application of *green hotel* on *housekeeping* department very much needed by the hotel at this time, because of its good implementation could guard stability the operation of the hotel alone and environment around Becomes more clean and safe . *green hotel* is a hotel that uses goods that are friendly an environment where hotel managers have programs to save water, save money energy , and reduce waste from hotel activities for help protect earth . According to the ASEAN Green Hotel Standard Guideline, there are 11 criteria and requirements main for a friendly hotel environment , including: policy and action environment for hotel operations , use product friendly environment, collaboration with local organization / community, development source power human, management waste / trash solid, energy efficiency, water efficiency and water quality, management quality air (in room and outside space) , control pollution sound, management and processing waste liquid, as well as management waste poisonous and substance chemistry. By applying management *green hotel* maka by no direct will give impact positive in management environment. One of the hotels in Bali that has not been fully apply *green hotel* , namely Hotel Tugu Bali. This hotel is a 5 star hotel located in the Canggu , to be exact be on the road Beach Stone Bolong, Canggu , District North Kuta, Regency Badung, Bali. The purpose of this research is to find out implementation *green hotel practice* on department *housekeeping* at Hotel Tugu Bali.

Method

This research was conducted in the housekeeping department at Hotel Tugu Bali which is a 5-star hotel located in the Canggu area, precisely on Jalan Pantai Batu Bolong, Canggu, North Kuta District, Badung Regency, Bali. The selection of the Tugu Bali hotel as a place of research was carried out based on existing problems, taking into account the availability of data and the willingness of hotel management to be researched. This research was conducted from March 2022 to June 2022. The object of this research is the implementation of green hotel practice in the housekeeping department at Hotel Tugu Bali.

The variables used in this study include: environmental policies and actions for hotel operations, use of environmentally friendly products, human resource development, waste/solid waste management, energy efficiency, water efficiency and water quality, air quality management (in space and outdoor), noise pollution control, liquid waste management and treatment, toxic waste management and chemical substances. The types of data used in this study are quantitative data and qualitative data. The data obtained are sourced from primary and secondary data. The method used in data collection is the method of observation, interviews and literature study. The data analysis method used in this research is descriptive qualitative .

Results and Discussion/Results and Discussion

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1. Environmental Policies and Measures for Hotel Operations

To build and implement an environmentally friendly hotel requires two-way communication between employees, managers, residents, and stakeholders involved. In practice, the housekeeping supervisor always monitors in the form of a crosscheck of the hotel's environmental management. The hotel has provided an integrated structure within the operational structure, HRD Hotel Tugu Bali also consistently invites housekeeping staff to participate in preserving the environment.

2. Use of Eco-Friendly Products

In its operations, the housekeeping department at Hotel Tugu Bali has used environmentally friendly products, for example, such as not using amenities wrapped in plastic, using trash cans made of rattan, using cardboard tote bags, laundry wrapping no longer using plastic, but Staff Pool Attendant Hotel Tugu Bali still uses chemicals in pool maintenance, pool maintenance carried out by the pool attendant who still uses chemicals should be minimized by using a water filter that can filter bacteria or moss, so that it can apply the concept of a very natural swimming pool. fits the green hotel concept. The application of a natural swimming pool also proves that swimming pool maintenance does not need to be carried out continuously, so it can reduce maintenance costs.

3. Collaboration with local organizations/communities

Hotel Tugu Bali, especially in the housekeeping department, collaborate with other departments, such as the Engineering department and others. In its implementation, the housekeeping department is assisted by the Engineering department to install LED lights in all rooms, this helps to save energy. Likewise, it is also assisted by cleaning the air conditioner every 6 months, which of course keeps the air quality in the room good.

4. Human Resource Development

Hotel Tugu Bali has its own training program for housekeeping operational staff and management staff in environmental management. Hotel Tugu also seeks to invite housekeeping employees to participate in the green movement. As housekeeping employees as well as all employees in other departments, they both have a role in energy saving and management. Supervisors in the housekeeping department also always monitor staff to always participate in protecting the environment.

5. Waste / Solid Waste Management

Hotel Tugu Bali does not yet have a policy to introduce waste management techniques such as reduce, reuse, recycle, separate waste and compost. However, Hotel Tugu Bali cooperates with officially certified waste bank vendors from the village and the government to ensure the quality of disposal of the waste generated by Hotel Tugu Bali. The housekeeping department itself has a special place to dispose of solid waste, every room boy staff does daily cleaning, the garbage will be disposed of in a special place, so that when it's time for waste bank vendors to pick it up.

6. Energy Efficiency

Hotel Tugu Bali has a policy on energy use in order to be as efficient as possible. In terms of the artificial lighting system, Hotel Tugu has started using energy-saving technologies such as using LED (Light Emitted Diode) lamps. Hotel Tugu has used an automatic control system in every hotel room in the form of an Energy Saving Switch or commonly called a Card Switch which is designed to turn on electricity in the room by entering the hotel key card in it with the aim of saving electrical energy. From some of these things, it can be concluded that Hotel Tugu Bali has made various efforts to use and manage energy as efficiently as possible while being environmentally friendly.

7. Water efficiency and water quality

Hotel Tugu Bali has not been optimal in implementing water efficiency programs due to the availability of abundant water. Hotel Tugu Bali uses 100% ground water, however, Hotel Tugu still tries to make the best use of water, one of the efforts made is to install a water sub-meter to control water use. Regarding technology, Hotel Tugu uses water equipment that can save water use, such as using a Flush Tank and Dual Flush Toilet which only accommodates and discharges less than 6 liters of water per flush. But so far Hotel Tugu is still using the sink faucet which is set manually, not using sensors. Hotel Tugu Bali also has not used STP (Sewage Treatment Plant) technology to manage waste water into water suitable for watering gardens, cooling towers, and flushing toilets.

8. Air Quality Management (Indoor and Outdoor)

Hotel Tugu Bali has carried out air quality management both indoors and outdoors. One of the efforts made is that the hotel has a no smoking regulation in the room and does not even provide a smoking room to prevent guests from smoking. Hotel Tugu Bali to carry out routine maintenance for hotel equipment and facilities to ensure air quality, such as routinely cleaning the air conditioner every 6 months.

9. Noise Pollution Control

The Tugu Bali Hotel has used soundproofing in several rooms. Silencers can prevent exposure to noise pollution. The silencer at the Hotel Tugu Bali has not been maximally applied because it has just been placed on the wall of the room on the 2nd floor using wooden walls. While on the 1st floor it has not been implemented because it uses concrete walls.

10. Liquid Waste Management and Treatment

For now, the Tugu Bali Hotel has not maximized wastewater treatment because the Tugu Bali Hotel has not used STP technology to manage waste water into water suitable for watering the garden. However, Hotel Tugu Bali already has an AMDAL (Environmental Impact Analysis) document which is a feasibility study document to ascertain the environmental impact of a project development stage as consideration for decision makers in the issuance of a Business Permit.

11. Management of Toxic Waste and Chemical Substances

Toxic waste can be interpreted as a discharge or waste whose nature and concentration contain toxic and dangerous substances so that directly or indirectly can damage the environment, interfere with health, and threaten the survival of humans and other organisms. Housekeeping activities in hotels also generate some of this type of waste. Some examples of toxic waste generated by housekeeping include used air freshener, clothes bleach, laundry detergent, bathroom cleaner, glass/window cleaner, floor cleaner, wood polisher, oven cleaner, insect repellent, adhesive glue, hair spray, and batteries. Toxic waste cannot be disposed of carelessly. The disposal method has special methods and handling that must be carried out by hotels. To store

toxic waste, companies need permission from the central ministry. If you want to be disposed of, the hotel can cooperate with a third party. However, the cost is very expensive. The Tugu Bali Hotel has not maximized the processing of toxic waste because the price is very expensive.

Conclusion

Hotel Tugu Bali has implemented most of the green hotel concepts. Starting from environmental policies and actions for hotel operations, energy efficiency, water quality, and air quality. From the management side, it has tried to implement the principles of sustainable environmental management aimed at maintaining the sustainability and ecological balance and the survival of living things. Hotel Tugu Bali has implemented policies related to energy efficiency, as an anticipatory measure for hotel operations through effective environmental protection. On the one hand, the policy on water efficiency has not been maximized. The Tugu Bali party feels that the hotel has abundant water, so there is no policy on the reuse of recycled water. Hotel Tugu Bali should treat the abundant water with STP (Sewage Treatment Plant) technology. Even so, Hotel Tugu Bali still tries to use water as efficiently as possible and tries not to pollute the environment.

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