

# Employees Perception on Implementation of Green Hotel Practice in Enhancing Work Satisfaction at Six Senses Uluwatu Bali

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**Abstract:** This research aims to find out how the employee's perception of the implementation of the green hotel practice in Six Senses Uluwatu Bali and a level of employee satisfaction working under the implementation of the green hotel practice. The data of the research was collected through observation, interview, questionnaire distribution, literature study, and documentation. The questionnaire was distributed to 36 employees at Six Senses Uluwatu Bali hotel. The types of data in this study are qualitative descriptive analysis with 3 indicators of Green Hotel Practice include: (1) energy efficiency, (2) water conservation, (3) and waste management. The research result using the frequency distribution of Dichotomous scale with two scale and Minnesota Satisfaction Questionnaire MSQ with five scales on SPSS version 26.0. The research states that the average value of the indicators related to the implementation of green hotel practice was 5 or “strongly implemented”; whilst, the average of aspect enhancing employees work satisfaction’ is 5 or “strongly satisfied”. Thus, it is proven that the green hotel practice implementation at Six Senses Uluwatu Bali had been implemented very well and enhanced the employee’s work satisfaction

**Keywords:** green hotel practice, employees work satisfaction, green environment

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## Introduction

In the context of climate change and all other harmful effects of pollution cannot be separated from the spotlight of the increasing environmental impact caused by tourism activities, include leakage from community income, pollution, environmental degradation, employees problems, overbuilding, energy use, overuse of non-durable goods, waste disposal that affects water, soil, and air pollution (Moustafa, et al., 2020). Threats to the environment have led to an increased relevance of sustainability, moving this topic into the center of general public awareness (Auliandri, 2017). In the hotel industry, many practitioners have struggled to ensure that hotel management is responsible for the environment (Garcia, 2017), the hotel industry should improve their environmental performances as part of their strategies and should explore the consequences of their environmental practices from the perspective of internal stakeholders and must be more attentive to employee environmental behavior (Sibian, 2021). In time, this can contribute to the decrease in its negative impact on the environment; numerous hotels then adopted eco-friendly environments in response to increased concern for tourism sustainability evidenced by a myriad of practices aimed at improving the environmental impact on the hotel industry (Sadiq, et al., 2022). Therefore, practices associated with green concerns are di-verse; they may encompass a variety of activities from pollution prevention to stakeholders’ education regarding these activities (Laura, 2021).

Six Senses Uluwatu Bali is one of the 5-star hotel industries that approaches the concept of sustainable tourism. At its official website Six Sense Uluwatu Bali explains that developing sustainability is a commitment to create a balance both in construction and operational. This is supported by proving Hotel Six Senses Uluwatu is one of the first signatories to the Global Tourism Plastics Initiative which also contains some commitments associated with re-duction even eliminating plastic use in 2025. Further, claims regarding sustainable tourism in Six Senses Uluwatu there are several such: sites [oneplanetnetwork.org](http://oneplanetnetwork.org), [destinationdeluxe.com](http://destinationdeluxe.com), [leisureopportunities.co.uk](http://leisureopportunities.co.uk). In its quest to develop a sustainable conceptual hotel, Six Senses Uluwatu already made a range of environmental efforts. Reporting from the official site Six Senses Uluwatu, efforts have in-

cluded replacing plastic bottles with glass bottles since 2019, donated used oil a total of 1,406 gallons (5,322 liter) to be recycled into bio-diesel, and successfully collected 6158-kilograms of garbage from environmental cleanup. Six Senses Uluwatu also supports the endangered animals, the Balinese starlings, by donating a papaya in each month as a feed to birds. While the attempts made by Six Senses Uluwatu Bali Hotel in applying the continuing concept, these efforts are already in tune with aspects of green practice (2019) Waste Management, Water Conservation, and Energy Efficiency.

Moreover, it has been found that employee's green behavior in the hotel industry has an important influence on tourists' perception regarding the quality of the environmental practices in the accommodation facilities (Laura, 2021). Various studies have been conducted relating to environmental concerns. However, the gaps regarding the hotel industry still exist, the majority of them focus on hoteliers' attitudes or awareness including on the area of marketing strategy, often investigating consumer perceptions about green products instead examining the employees' perspectives on green practices (Moise, 2021). Based on the background described, there are two purposes of this research (1) To find out how the employees perceive the Green Hotel Practice currently at Six Senses Uluwatu Bali and (2) To find out how the green hotel practices influence employees' work satisfaction at Six Senses Uluwatu Bali.

## Method

This research was conducted in Six Senses Uluwatu Bali. This is a 5-star hotel managed by International hotel group ideally located on Goa Lepeh Road, South Kuta District, Badung Regency, Bali. Six Senses Uluwatu Bali was chosen as the research location because this hotel is one of the hotels that has implemented green hotel practices. This re-search is a qualitative descriptive with three categories of green practice requirements that have been implemented in Six Senses Uluwatu Bali by the ministry of tourism of Republic of Indonesia as follows: (1) energy efficiency; (2) water conservation; (3) waste management. The data was collected through an interview and questionnaire. The key informants that have been determined were Human Resources Manager, Chief Engineering, executive house-keeper, Garden Coordinator, Stewart, Duty Manager, Sustainability Manager and Laundry Admin.

## Result and Discussion

### Green Hotel Practice at Six Senses Uluwatu Bali

Six Senses Uluwatu Bali aims to be an environmentally friendly organization. In order to achieve this goal, Six Senses Uluwatu Bali has implemented three requirements of green hotel practice to support sustainable development. Those green hotel practice are energy efficiency, water conservation, and waste management.

#### Energy Efficiency

Six Senses Uluwatu Bali with total areas reach amount 13 hectare are with its equipment and machine to run the business process will exactly need strong supplies in electrical matter. Based on the interview result, it is known that Six Senses Uluwatu Bali is using the services of PLN, a state electricity company, for electricity needs for the hotel operations. It is a main power to supply the hotel operations with the capacity reach amount 3.340 KVA. However, as a backup, the hotel also has its own generator in case of a power outage by PLN. This generator set functions is as a backup power with 3 set installation of Mitsubishi Generator Set type MG-7PF 2000 KVA/1600 KW. Based on the observation, the saving energy campaign has been done and well-maintained. This campaign is commanded by the executive operations department under supervision of Executive Assistant Manager. It is included on the computer usage to switch off the desktop when not in use, to not plug in to the adaptor when not in use, to always switch the lamp off when it is able to use the sun shine in to the room/office, to always switch off the printer when not in use and to not use lift/elevator if not brings goods/stuff. The campaign is well-distributed via telegram group within the employees, poster and sticker attached in the notice board, and awareness video display every day in canteen also locker area.

#### Water Conservation

As for drinking water, hotel Six Senses Uluwatu does not use bottled water or gallons of water at its operational time. At the official site, hotel six senses uluwatu has avoided the use of plastic or gallons mineral - water bottles since 2019 and used potable water in self-produced glass bottles. Nevertheless, the quality of the water they produce remains safe and can be consumed. This is enhanced by the cooperation of a special

lab examination of drinking water that is performed once a week. Apart from drinkable water use, hotel Six Senses Uluwatu also uses water waste to reuse. The process of remediating water is called STP, or sewage treatment plant, which the water treatment plant is processed in a way that can be reused. The resulting water cycle is called grey water and can only be used to water plants and other landscape needs. Six Senses Uluwatu Bali supplied water from borewells spread out with in the hotels with total borewells are 14 borewells. Whole water came from the borewells transferring into the ground tank and processed using Reverse Osmosis (RO) system before transferring into Clear Water Tank (CWT) and ready to use by whole operation of hotel. The borewells/ground water is one of the sustainable sources because it will always produce water and it is natural water that comes from the earth. To maintained the freshwater at the hotel, the Engineering on power plant division has regular schedule to check the plumbing leaks to make sure there is no leaks occurred, if so, the amount is small. This regular check is done weekly by the team. The management of freshwater resources also involved toilet, shower, and sprinkle used within the hotel area.

**Waste Management**

Waste will always occur as the effect of the operations. More intensive the operational itself, more waste produced. The management could not control the waste production, but able to minimize and manage the waste. Six Senses Uluwatu Bali is work together with a third waste vendor party. The vendor will pick up the waste twice a day, in the morning and in the evening. Whole waste produced by whole department will collected into garbage room supervised by the stewarding department. Actually, stewarding department is only managed for the kitchen cleanliness, waste of kitchen, and anything related with the kitchen. Other, waste is managed also by the housekeeping department. But the responsibility is for all employees, visitors, and guest as stated in the sustainability policy signed by the general manager. Therefore, as the reference this table below shows the solid waste production at Six Senses Uluwatu Bali. While the hotel is also concern about the hazardous and toxic waste (B3) to be collected in one safe-place and supervised by professional one. The hotel assigned Health and Safety Coordinator work together with Engineering Department to managed the hazardous and toxic waste. The hotel is also equipped by the license of the hazardous and toxic waste issued by the government of Badung Regency through *Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu* about the operational license for hazardous and toxic waste (B3).

**Green Hotel Practices Influence Employees Works Satisfaction at Six Senses Uluwatu Bali**

An extensive review of the literature has found that there are 5 (five) factors of job satisfaction, which are mentally challenging work, appropriate rewards, supportive working conditions, supportive coworkers, occupational compatibility (Arrizal, 2018). The result is as follow:

**1. Mentally Challenging Work**

**Table 1. 1. Provide Opportunities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	15	41.7	41.7	41.7
	Strongly Satisfied	21	58.3	58.3	100.0
	Total	36	100.0	100.0	

Source: Data Processed, 2022

According to the table 4.1 it is explained that from a total of 36 respondents, it can be presented into 15 respondents or 41.7% of employees stated that they are very satisfied and 21 respondents or 58.3% of employees stated that they are strongly satisfied. None employees stated that they are unsatisfied. Then, based on the calculation above, it can be explained that all the employees are strongly satisfied working under the Green Hotel Practice at Six Senses Uluwatu Bali.

**Table 1. 2. Offer multiple assignments**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	1	2.8	2.8	2.8
	Very Satisfied	15	41.7	41.7	44.4
	Strongly Satisfied	20	55.6	55.6	100.0

Source: Data Processed, 2022

According to the table 1.2 it is explained that from a total of 36 respondents, it can be presented into 1 employee choose to be neutral, 15 respondents or 41.7% of employees stated that they are very satisfied and 20 respondents or 55.6% of employees stated that they are strongly satisfied. None employees stated that they are unsatisfied. Then, based on the calculation above, it can be explained that all the employees are strongly satisfied working under the Green Hotel Practice at Six Senses Uluwatu Bali.

**Table 1. 3. Offer a vocational performance assessment system**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	5	13.9	13.9	13.9
	Very Satisfied	31	86.1	86.1	100.0
	Strongly Satisfied	36	100.0	100.0	

Source: Data Processed, 2022

According to the table 1.3 is explained that from a total of 36 respondents, it can be presented into 5 respondents or 13.9% of employees stated that they are very satisfied and 31 respondents or 86.1% of employees stated that they are strongly satisfied. None employees stated that they are unsatisfied. Then, based on the calculation above, it can be explained that all the employees are strongly satisfied working under the Green Hotel Practice at Six Senses Uluwatu Bali.

## 2. Appropriate Rewards

**Table 1. 4. A Fair Wage System**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	15	41.7	41.7	41.7
	Very Satisfied	21	58.3	58.3	100.0
	Strongly Satisfied	36	100.0	100.0	

Source: Data Processed, 2022

According to the table 1.4 it is explained that from a total of 36 respondents, it can be presented into 15 respondents or 41.7% of employees stated that they are very satisfied and 21 respondents or 58.3% of employees stated that they are strongly satisfied. None employees stated that they are unsatisfied. Then, based on the calculation above, it can be explained that all the employees are strongly satisfied working under the Green Hotel Practice at Six Senses Uluwatu Bali.

**Table 1. 5. Salary Based on Job Demands**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	5	13.9	13.9	13.9
	Very Satisfied	15	41.7	41.7	55.6
	Strongly Satisfied	16	44.4	44.4	100.0

Source: Data Processed, 2022

According to the table 1.5 it is explained that from a total of 36 respondents, it can be presented into 5 respondents or 13.9% employees choose to be neutral, 15 respondents or 41.7% of employees stated that they are very satisfied and 16 respondents or 44.4% of employees stated that they are strongly satisfied. None employees stated that they are unsatisfied. Then, based on the calculation above, it can be explained that all the employees are strongly satisfied working under the Green Hotel Practice at Six Senses Uluwatu Bali.

**3. Supportive Working Conditions**

**Table 1. 6. Supportive Working Conditions**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	12	33.3	33.3	33.3
	Strongly Satisfied	24	66.7	66.7	100.0
	Total	36	100.0	100.0	

Source: Data Processed, 2022

According to the table 1.6 it is explained that from a total of 36 respondents, it can be presented into 12 respondents or 33.3% of employees stated that they are very satisfied and 24 respondents or 66.7% of employees stated that they are strongly satisfied. None employees stated that they are unsatisfied. Then, based on the calculation above, it can be explained that all the employees are strongly satisfied working under the Green Hotel Practice at Six Senses Uluwatu Bali.

**Table 1. 7 Hygiene, constancy, and medical facilities**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	12	33.3	33.3	33.3
	Strongly Satisfied	24	66.7	66.7	100.0
	Total	36	100.0	100.0	

Source: Data Processed, 2022

According to the table 1.7 it is explained that from a total of 36 respondents, it can be presented into 12 respondents or 33.3% of employees stated that they are very satisfied and 24 respondents or 66.7% of employees stated that they are strongly satisfied. None employees stated that they are unsatisfied. Then, based on the calculation above, it can be explained that all the employees are strongly satisfied working under the Green Hotel Practice at Six Senses Uluwatu Bali.

#### 4. Supportive Working Conditions

**Table 1. 8. Supportive Coworkers**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	13	36.1	36.1	36.1
	Strongly Satisfied	23	63.9	63.9	100.0
	Total	36	100.0	100.0	

Source: Data Processed, 2022

According to the table 1.8 it is explained that from a total of 36 respondents, it can be presented into 13 respondents or 36.1% of employees stated that they are very satisfied and 23 respondents or 63.9% of employees stated that they are strongly satisfied. None employees stated that they are unsatisfied. Then, based on the calculation above, it can be explained that all the employees are strongly satisfied working under the Green Hotel Practice at Six Senses Uluwatu Bali.

**Table 1. 9. Solving Problem related to Green Hotel Practice**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	14	38.9	38.9	38.9
	Strongly Satisfied	22	61.1	61.1	100.0
	Total	36	100.0	100.0	

Source: Data Processed, 2022

According to the table 1.9 it is explained that from a total of 36 respondents, it can be presented into 14 respondents or 38.9% of employees stated that they are very satisfied and 22 respondents or 61.1% of employees stated that they are strongly satisfied. None employees stated that they are unsatisfied. Then, based on the calculation above, it can be explained that all the employees are strongly satisfied working under the Green Hotel Practice at Six Senses Uluwatu Bali.

#### 5. Occupational Compatibility

**Table 1. 10. Occupational Compatibility**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	1	2.8	2.8	2.8
	Very Satisfied	13	36.1	36.1	38.9
	Strongly Satisfied	22	61.1	61.1	100.0

Source: Data Processed, 2022

According to the table 1.10 it is explained that from a total of 36 respondents, it can be presented into 1 employee choose to be neutral, 13 respondents or 36.1% of employees stated that they are very satisfied and 22 respondents or 61.1% of employees stated that they are strongly satisfied. None employees stated that they are unsatisfied. Then, based on the calculation above, it can be explained that all the employees are strongly satisfied working under the Green Hotel Practice at Six Senses Uluwatu Bali.

Job satisfaction can generate qualified employees to maintain employee loyalty and potentially decrease turnover intention, to be able to make a positive contribution to the progress of the Organization, in the other words, if the employee job satisfaction level is right, then the employee will have the intention of working longer with the company so that the turnover intention can be minimized.

Based on the results of results of Minnesota Satisfaction Questionnaire MSQ with the indicator of work satisfaction include: mentally challenging work, appropriate rewards, supportive working conditions, supportive coworkers, occupational compatibility. It is known that no employees stated that they are unsatisfied. Then, it is proven that the employees of Six Senses Uluwatu Bali are satisfied working under Green Hotel Practice Implementation

## Conclusion

There are two main conclusions that can be drawn from the previous research of result and discussion. The first conclusion will be mainly about the implementation of green hotel practices in Six Senses Uluwatu Bali has been successfully implemented with several indicator from energy efficiency including from greenhouse gas emissions, using smart control, and energy consumption. Water conservation including from potable water consumption, recycled water source, wastewater treatment, water efficiency, and check for leaks. The average of the indicators results shown that the green hotel practices at Six Senses Uluwatu Bali has been very well implemented.

While the second conclusion is in applying to the green hotel practices in the hotel's operations at Six Senses Uluwatu Bali has been proven that it can also increase the employees work satisfaction even working under green hotel practice implementation at Six Senses Uluwatu Bali. The indicator of work satisfaction is mentally challenging work, appropriate re-wards, supportive working conditions, supportive co-workers, occupational compatibility. From the results of Minnesota Satisfaction Questionnaire MSQ known that no employees stated that they are unsatisfied. It is proven that the green hotel practice at Six Senses Uluwatu Bali can enhance the employees work satisfaction

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