

**FINAL PROJECT**

**HANDLING GLOBAL ENVIRONMENT  
FACILITY (GEF) 8 ASIA PACIFIC WORKSHOP  
DURING COVID-19 PANDEMIC AT THE WESTIN  
HOTEL BY MELALI MICE Ltd**



**POLITEKNIK NEGERI BALI**

Nabilla Diffa Junyarsyah

**TOURISM DEPARTMENT  
BALI STATE POLYTECHNIC  
BADUNG  
2023**

**FINAL PROJECT**

**HANDLING GLOBAL ENVIRONMENT  
FACILITY (GEF) 8 ASIA PACIFIC WORKSHOP  
DURING COVID-19 PANDEMIC AT THE WESTIN  
HOTEL BY MELALI MICE Ltd**



**POLITEKNIK NEGERI BALI**

By:  
Nabila Diffa Junyarsyah  
NIM 2015813004

**TOURISM DEPARTMENT  
BALI STATE POLYTECHNIC  
BADUNG  
2023**

**HANDLING GLOBAL ENVIRONMENT  
FACILITY (GEF) 8 ASIA PACIFIC WORKSHOP  
DURING COVID-19 PANDEMIC AT THE WESTIN  
HOTEL BY MELALI MICE Ltd**

By

Nabilla Diffa Junyarsyah  
NIM 2015813004

Legalized by  
Tourism Department

This Final Project is submitted to qualify one of the requirements for completing diplomas iii at Tourism Department in Bali State Polytechnic.

Approved by:

Advisor I,

Advisor II

  
Dr. I Ketut Budarma, M.Par., MMTHRL.  
NIP. 196212311990101002

  
Ni Luh Ayu Kartika Yuniastari Sarita, ST., MT  
NIP. 198606232019032016

The Head

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



POLITEKNIK NEGERI BALI

**KEMENTERIAN PENDIDIKAN DAN KEBUDAYAAN  
POLITEKNIK NEGERI BALI  
JURUSAN PARIWISATA**

Jalan Kampus Bukit Jimbaran, Kuta Selatan, Kabupaten Badung-Bali – 80364  
Telp. (0361)701981 (hunting) Fax. 701128 Laman:[www.pnb.ac.id](http://www.pnb.ac.id)  
Email: [poltek@pnb.ac.id](mailto:poltek@pnb.ac.id)

**STATEMENT LETTER OF FREE PLAGIARISM**

I am the undersigned below:

Name : Nabilla Diffa Junyarsyah  
NIM : 2015813004  
Study Program : Tour and Travel Operation, Tourism  
Department of Bali State Polytechnic

Hereby declare that the final project entitled:

**“HANDLING GLOBAL ENVIRONMENT  
FACILITY (GEF) 8 ASIA PACIFIC WORKSHOP DURING  
COVID-19 PANDEMIC AT THE WESTIN  
HOTEL BY MELALI MICE Ltd”**

Completely free from plagiarism. If this statement is proven to be untrue, I am willing to accept sanction by the application permissions.

Thus, this statement letter I made is to be used properly.

Badung, August 2023

Student,



Name : Nabilla Diffa Junyarsyah NIM  
2015813004  
SP : Tour and Travel Operation  
Tourism Department  
Bali State Polytechnic

## FOREWORD

First and Foremost, thanks to The Almighty God/ Allah *SWT* for the blessing me in completing the thesis with the title **Handling Global Environment Facility (GEF) 8 Asia Pacific Workshop During Covid-19 Pandemic By Melali MICE Ltd** This final Project is to fulfill one of the requirements for three-years diploma (D-III) Tour & Travel Operation Study Program in Tourism Department, Bali State of Polytechnic.

The author deeply Thankful for those who give the advice, input ad support during completing this final project, especially for:

1. I Nyoman Abdi, S.E.,M.eCom., as Director of Polytechnic Bali who provided the facilities for Polytechnic Bali especially for the researcher to learn and got knowledge at Tourism Department.
2. Prof. Ni Made Ernawati, MATM., PhD. As the Head of Tourism Department for the change given to me to be able join On the Job Training.
3. Dr. Gede Ginaya, M.Si as the Secretary of Tourism Department Polytechnic Bali who has given me support during the process of writing this final project.
4. Drs. I Made Budiasa, M.Par as The Head of the Tour and Travel Operation Study Program who has provided motivation and knowledge related On the Job Training.
5. Muhammad Nova, M.Pd as the Field Work Practice Coordinator who has coordinated and advised the author.

6. Dr I Ketut Budarma, M. Par. As the First Advisor who has provided guidance and also support the author during writing this final project.
7. Ni Luh Ayu Kartika Yuniastari Sarja, ST., MT as the Second Advisor who has provided guidance and advice the author.
8. All Senior Officer at the PT.Melali MICE who has provided knowledge as long as the Author follows the On the Job Training.
9. Father and Mother who always provide guidanceencouragement, and pray that is given to the author to finish this final project
10. Rifqi Mobawi who has provided guidance and advice the author to completing this final project.

The Author realized in the presentation this Final Project was far from perfect. It is not apart from the Author's very limited ability. Therefore the Authors beg pardon if there was any disagreeable words, and the Author expects criticism and advice from the reader to more perfect this Final Project. In conclusion, the author thanks and may the Almighty God in favor of recompense all that has helped. Hopefully, this Final Project can be useful for readers in the development of knowledge either internal of Bali State Polytechnic or external of the Bali State Polytechnic.

Badung, August 2023

Author

## TABLE OF CONTENTS

Contents	Pages
<b>TITLE PAGE</b> .....	<b>i</b>
<b>APPROVAL</b> .....	<b>ii</b>
<b>ORIGINALITY STATEMENT</b> .....	<b>iii</b>
<b>FOREWORD</b> .....	<b>iv</b>
<b>TABLE OF CONTENTS</b> .....	<b>vi</b>
<b>LIST OF PICTURES</b> .....	<b>ix</b>
<b>LIST OF TABLES</b> .....	<b>ix</b>
<b>LIST OF ATTACHMENTS</b> .....	<b>x</b>
<b>CHAPTER I INTRODUCTION</b> .....	<b>1</b>
Background of The Problem .....	2
Formulation of The Problem.....	2
Objectives and Uses of Writing .....	3
Research Objectives.....	3
Uses of Final Project Writing .....	3
Compilation Methodology .....	4
Observation Methods .....	4
Interview Methods .....	4
Literature Methods.....	5
<b>CHAPTER II LITERATUR REVIEW</b> .....	<b>6</b>
A Definition of Tourism.....	6
B Definition of Handling .....	6
C MICE .....	7
D Event.....	11
1 Definition of Event .....	11
2 Type of Event .....	11
3 Characteristic of Event .....	13
4 Event Category .....	14
5 Event Organizer.....	14
6 Event Management.....	15
7 Event Organizing.....	17
E Workshop .....	17
F Covid-19.....	19
<b>CHAPTER III COMPANY OVERVIEW</b> .....	<b>20</b>
A. Company Location and History of Melali MICE .....	20
1. Company Location.....	20
2. The History of Melali MICE .....	21
B. Company Structure .....	23
C Business Field.....	29

<b>CHAPTER IV DISCUSSION .....</b>	<b>35</b>
A. To Identify The process of Handling Global Environment Facility (GEF) 8 Indo Pacific at The Westin Hotel During Covid-19 Pandemic by Melali MICE Ltd.....	36
1. Preparation Event.....	36
2. Onsite Event.....	44
3. Post Event .....	54
B. What are the Issues of Handling of The Event Global Environment Facility (GEF) 8 Indo Pacific at The Westin Hotel During Covid-19 Pandemic by Melali MICE Ltd .....	55
 <b>CHAPTER V CONCLUSION .....</b>	 <b>60</b>
A. Conclusions .....	60
B. Suggestions.....	62

**BIBLIOGRAPHY**

**ATTACHMENTS**

## List of Images

Image 3. 1 Maps of Melali MICE .....	20
Image 3. 2 Logo Melali MICE .....	21
Image 3. 3 Melali MICE Office .....	21
Image 3. 4 Structure of Melali MICE.....	22
Image 4. 1 Flow Chard of The Event GEF .....	35
Image 4. 2 The Westin Hotel Maps .....	37
Image 4. 3 Mangupura Meeting Room at Westin Hotel .....	38
Image 4. 4 Covid-19 Antigen Test Announcement .....	46
Image 4.5 Name Tag Delegate.....	47
Image 4. 6 Name Tag Delegates .....	47
Image 4. 7 Registration Table .....	48
Image 4. 8 Delegates with The Tote bag (Seminar Kit) .....	48
Image 4. 9 Vice Minister of Environment Given the Speech.....	49
Image 4.10 Opening Event.....	49
Image 4.11 Coffee Break Menu .....	50
Image 4.12 Parallel Session .....	51
Image 4.13 Meeting Program and Policy.....	52
Image 4.14 Meeting Program and Policy (Part 2).....	52
Image 4.15 Closing Event .....	53
Image 4.16 Covid-19 Antigen Test Kit.....	58

## **List of Table**

Table 4. 1 List of Melali MICE Committee during the Event .....	39
Table 4. 2 List of Patronage Delegates.....	43

## **List of Attachment**

Attachment 1.1. List of Participant GEF.....	69
Attachment 1.2. List of Participant GEF.....	70
Attachment 1.3. List of Participant GEF.....	71
Attachment 1.4. List of Participant GEF.....	72
Attachment 2.1. The Schedule of GEF 8 Asia Pacific Regional Workshop.....	73
Attachment 2.2. The Schedule of GEF 8 Asia Pacific Regional Workshop.....	74
Attachment 2.3. The Schedule of GEF 8 Asia Pacific Regional Workshop.....	75
Attachment 2.4. The Schedule of GEF 8 Asia Pacific Regional Workshop.....	76
Attachment 2.5. The Schedule of GEF 8 Asia Pacific Regional Workshop.....	77

# CHAPTER I

## INTRODUCTION

### A. Background of the Problem

Tourism is activities, services and industries which provide a travel experience comprising transportation, accommodation, establishments, retail shops, entertainment businesses and other hospitality services provided for individuals or groups traveling away from home, Tourism is the most important sector of Indonesia's economy. Every year the number of tourists coming to Indonesia has been growing. Indonesia is third in line for foreign exchange receipts following oil and gas and palm oil.

Indonesia also famous of natural and cultural wealth that make up the economy of Indonesia an essential component in its ability to attract tourists to Indonesia. Indonesia is the largest island nation on the itinerary of Southeast Asia. One of Indonesia's most sights for tourists is Bali. Tourism in Bali now has seen dramatic growth in previous years. This can be seen from the development of the tourism industry in Indonesia. Some of the key factors underlying this are the development of technology and science that makes it possible for people to receive and disseminate information very quickly.

Many tourists are attracted to Bali because of such natural beauty as the coast, rice fields, forests and lakes. Bali was also famous of Tourism. The traditions that exist in Bali are very unique and interesting, making Bali popular. In addition, the Balinese government and people also contribute to the development of tourism

The tourism industry in Indonesia is intimately connected to the MICE

(Meetings, Incentives, Conferences, and Exhibitions) services business sector chain. Numerous meetings and negotiations are conducted on a national and international scale so that the MICE industry can develop in the current era, which is bolstered by advances in technology, business competition, and the sharing of knowledge. MICE activities always involve multiple sectors and multiple parties, resulting in multiple economic impacts that are beneficial to multiple parties event. Melali MICE is a PCO (Professional Convention Organizer) company that manages offline, virtual, and hybrid events. Melali Mice has organized local and global events. The assembly of The Event Global Environment Facility (GEF) 8 Asia Pacific Workshop (Global Environment Facility) 8 Asia Pacific Regional Workshop was one of the international highlights of Bali in 2023. a three-day event conducted at the Westin Hotel Nusa Dua from January 10 to 13, 2023 during the Covid-19 Pandemic.

Multiple phases of preparation are required to successfully manage this event. From the planning stage through implementation and completion. The preparation required to manage this event consists of multiple stages, beginning with the planning phase and concluding with the implementation phase. The Event Global Environment Facility (GEF) 8 Asia Pacific Workshop is the first event that the Author handle during On The Job Training, and also the Several obstacles during this international event encouraged the author's interested in raising this title "Handling Global Environment Facility (GEF) Asia Pacific Workshop During covid-19 Pandemic At The Westin Hotel By Melali MICE Ltd.8. But the Author's only explain about the First day of the event.

## **B. Formulation of the Problem**

1. To identify the process of handling of the Global Environment Facility (GEF) 8 Asia Pacific Workshop during Covid-19 pandemic by Melali MICE
  
2. What are the Handling issues during The Event Global Environment Facility (GEF) 8 Asia Pacific Workshop during Covid-19 pandemic by Melali MICE?

## **C. Objectives and Uses of Writing**

### 1. Research Objectives

The Objectives to be achieved from writing this final project are to Find out Handling Global Environment Facility (GEF) Asia Pacific Workshop During covid-19 Pandemic At The Westin Hotel By Melali MICE Ltd.8 Asia Pacific Regional Workshop. Find out the obstacles faced and the solutions in handling The Event Global Environment Facility (GEF) 8 Asia Pacific Workshop (Global Environment Facility) 8 Asia Pacific Regional Workshop.

### 2. Uses of Final Project Writing

The expected uses in compiling this final project are:

#### a. For College Student

As one of the requirements to complete Diploma III education in the Tour and Travel Operation Study Program, Tourism Department, Bali State Polytechnic, and as a medium to add insight and new knowledge in the tour and travel industry, as well as to develop an attitude of

confidence, responsibility, and professionalism, provide insight into the results obtained during on-the-job training and studying at the Bali State Polytechnic.

b. For Bali State Polytechnic

As a reference that can later be used for making the next final project related to the travel agency, especially at PT Melali Bali DMC, as well as a comparison medium between the knowledge gained on campus and what is implemented in the world of work. So that it can improve learning on the Bali State Polytechnic campus, especially in the Tourism Department.

c. For the Company

To provide consideration to the company in the form of suggestions and input to improve the service that will be provided to clients and also indirectly can introduce the company to agencies related to the tourism sector.

## **D. Data Collection Method**

### 1. Methods and Techniques of Data Collection

While writing this final project in order to collection data, the author use some different method

a. Observation Method

Observation is a data collection technique, where the author makes direct observations of objects, to see closely the activities carried out. The method of observation is the observation and participating of handling The Event Global Environment Facility (GEF) 8 Asia Pacific

Workshop (Global Environment Facility) 8 Asia Pacific Regional Workshop at the Westin hotel by Melali MICE. This observation method is an attempt to obtain data naturally. In this case, the author made a direct observation from PT Melali Bali DMC and from the venue where the event took place so that through this observation the author could get a piece of credible information.

#### b. Interview Method

The interview is a data collection technique that is done by asking questions between the author and the informant. The interview method used nowadays is widespread, not only face-to-face but also by online chat, video, or phone call. In this case, the author also collected some data by conducting direct interviews with staff at PT Melali Bali DMC, that related to the handling of program on the side of The Event Global Environment Facility (GEF) 8 Asia Pacific Workshop (Global Environment Facility) 8 Asia Pacific Regional Workshop.

#### c. Literature Method

The literature method is the author combining theories and understandings contained in written sources (reference books) related to the final project. Data collection was done by collecting and studying documents or data that support the theme of the final project.

### 2. Methods and Techniques of Data Analysis

The analytical technique used in writing this final project is a descriptive analysis technique, which is a technique that is carried out by describing and explaining completely and systematically based on the data and information

obtained when handling the event and carrying out the internship at PT Melali  
MICE Bali.

## CHAPTER V

### CONCLUSION

#### A. Conclusion.

In this chapter, the discussion goes beyond solely relying on job training experience. It is enriched by incorporating insights from various sources, including the results of interviews, observations, and literature study. By drawing information from these diverse channels, a comprehensive and well-rounded analysis of the subject matter is achieved. This approach ensures a more holistic understanding and allows for a deeper exploration of the topic, providing valuable and reliable data to support the findings and conclusions presented in this chapter. Based on the discussion in All Chapter, Handling Global Environment Facility (GEF) Asia Pacific Workshop During Covid-19 Pandemic At The Westin Hotel By Melali MICE Ltd. which was held on 10-13 January 2022 at The Westin Hotel can be summarized as follows:

1. Handling Global Environment Facility (GEF) Asia Pacific Workshop During Covid-19 Pandemic At The Westin Hotel By Melali MICE Ltd. consists of 3 stages, starting from the preparation stage, implementation stage and final stage. Offline and online preparation stages. Next is implementation stage consist of Briefing, prayer together, check area, and participant registration are all part of the implementation stage. After that at the final stage, Melali MICE and vendors clean up, send the recordings of event activities, and the last GEF Committee offers a speech to Melali MICE. The entire series of The Event

Global Environment Facility (GEF) & Asia Pacific Workshop (Global Environment Facility) & Asia Pacific Regional Workshop by Melali MICE can be handled even though there are obstacles that occur during the event.

2. The Handling issues during The Event Global Environment Facility (GEF) & Asia Pacific Workshop (Global Environment Facility) & Asia Pacific Regional Workshop by Melali Mice are :
  - a. The Re-registration link encountered errors due to many participants Accessing it simultaneously, resulting in long registration queues. Long lines caused by inaccessible registration links can be attributed to one of two factors: either the registration link itself is being accessed by a large number of participants concurrently, causing it to become jammed, or the signal or hotel Wi-Fi is insufficient for accommodating a large number of users. The best solution is for the committee to create a private Wi-Fi network as a backup for the event before it takes place.
  - b. Many participants did not receive their name tags, and the committee was unprepared with a printer to re-print the lost name tags. The key to resolving this issue is proper data collection. If the committee collects registration data appropriately, such occurrences can be avoided, and the name tags will be adequate and accurate, aligning with the valid registry data. The committee must also ensure all necessary equipment, such as a suitable printer, is well-prepared and available for use during the event.
  - c. There was no medical assistants on-site to help participants who had not

undergone an antigen swab test. A solution that can be implemented for future events is better contingency planning. During the event planning process, the committee should develop backup plans that can be executed if the original plan encounters difficulties. Since not everyone can perform antigen testing on their own, the assistance of medical personnel is essential. Providing first aid is of utmost importance, particularly considering that the event's delegates are influential foreign representatives.

### **B. Suggestion.**

Regarding to the Handling of The Event by Melali MICE. There are several suggestions that the author conveyed to be used as input for the future improvements as follows: To avoid unexpected problems during the event, Melali MICE should have prepared a backup plan or Plan B in case of unexpected changes or problems. So that Melali MICE can more quickly solve problems that occur during the event.

## BIBLIOGRAPHY

Aletheia Rabbani (2021). *Definition of Event, karakteristik, jenis dan manajemen event*.

Any Noor (2015) Conference. <https://rovers.id/mice-meeting,-incentive,-convention,-and-exhibition-p45.html>

Hsieh, P. F. (2013). *Curriculum planning of MICE course in continuing education. Journal of Hospitality, Leisure, Sport and Tourism Education, 13(1), 107–122.*  
<https://doi.org/10.1016/j.jhlste.2013.08.002>

Indrajaya, T. (2015). *Potensi Industri Mice (Meeting, Incentive, Conference And Exhibition) Di Kota Tangerang Selatan, Provinsi Banten. Jurnal Ilmiah WIDYA, 3(Sepember), 80–87.*

KBBI Daring. (2023). *Arti Kata Penanganan*. Retrieved May 22, 2023 from [kbbi.web.id](https://kbbi.web.id):  
<https://kbbi.web.id/penanganan>

Kesrul, M. (2004). *Meeting, Incentives, Convergence and Exhibition*. Yogyakarta: Graha Ilmu.

Pamuji, G. M. (2015). *Modul Kelompok Kompetensi E Pengelolaan MICE*. Jakarta: Kementerian Pendidikan dan Kebudayaan. *Pengertian Event, Karakteristik, Jenis, dan Manajemen Event - Sosial79*. 2021.

Renald Kasali (2017), *Tourism definition* <https://www.studocu.com/id/document/institut->

[seni-indonesia-surakarta/manajemen-usaha-dan-digitalpreneur/event-organizer-definitions/48263151](https://seni-indonesia-surakarta/manajemen-usaha-dan-digitalpreneur/event-organizer-definitions/48263151)

Roger (Noor 2007:4) Definition of Meeting

*[https://repository.bsi.ac.id/index.php/unduh/item/278872/File\\_10-Bab-II-Landasan-Teori-](https://repository.bsi.ac.id/index.php/unduh/item/278872/File_10-Bab-II-Landasan-Teori-)*

Silvers, J. R. (2008). *Risk Management for Meetings and Events*. Burlington: Elsevier Ltd. All.

Yoeti (1996:112) .*Definition of Tourism*. *Ekowisata Berbasis Masyarakat*. Diterbitkan oleh Chatarina Muryani, Sigit Santosa, Singgih Prihadi. Mei 2020.