

UNDERGRADUATE THESIS

**IMPLEMENTATION OF GREEN PRACTICES
IN SUPPORTING TRIPLE BOTTOM LINES
AT ARWANA RESTAURANT OF THE LAGUNA BALI**



POLITEKNIK NEGERI BALI

Widya Kristyanti Dewi

**TOURISM DEPARTMENT
POLITEKNIK NEGERI BALI
BADUNG
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**This undergraduate thesis is submitted as one of the requirements to earn
Applied Bachelor's Degree in Tourism Business Management Study Program
in Politeknik Negeri Bali**



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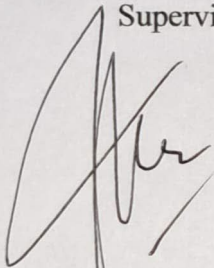
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UNDERGRADUATE THESIS APPROVAL SHEET

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This undergraduate thesis has been approved by the Supervisors and the Head of Tourism Department of Politeknik Negeri Bali on Thursday, 18 July 2024

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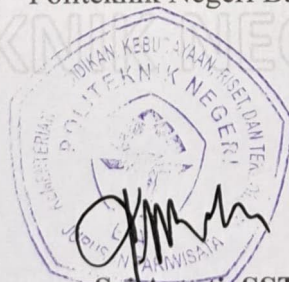
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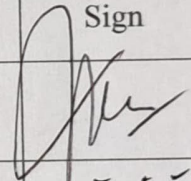
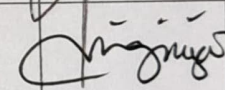
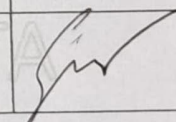


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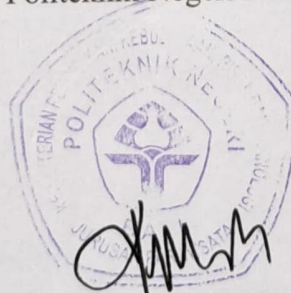
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This undergraduate thesis entitled:
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AT ARWANA RESTAURANT OF THE LAGUNA BALI**

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Widya Kristyanti Dewi

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The writer realizes that this undergraduate thesis is still not perfect, the authors expect criticism and suggestions to make this undergraduate thesis better so that it can be useful for many people.

Writer

JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

Widya Kristyanti Dewi

ABSTRACT

Widya Kristyanti Dewi. (2024). Implementation of Green Practices in Supporting Triple Bottom Lines at Arwana Restaurant of The Laguna Bali. Undergraduate Thesis: Tourism Business Management, Tourism Department, Politeknik Negeri Bali.

This undergraduate thesis has been supervised and approved by Supervisor I: I Gusti Agung Mas Krisna Komala Sari, S.Si, M.Si and Supervisor II: Dr. Ni Nyoman Sri Astuti, SST.Par., M.Par.

Keywords: Implementation, Green Practices, Triple Bottom Lines, Restaurant

This study aims to analyze the implementation of green practices at Arwana Restaurant of The Laguna Bali and the interrelation of implementation of green practices in supporting triple bottom lines at Arwana Restaurant of The Laguna Bali. The data collection techniques in this study are: interviews, observations, questionnaires, documentation, and literature review. The sample consisted of 27 Arwana Restaurant staff as respondents and 2 informants, using the saturated sampling technique. Processing data is done using Microsoft Excel. The analysis techniques used in this study are qualitative descriptive and statistics descriptive. The steps involved in processing the data are to find the percentage and average of each indicator. The result shows the implementation of green practices at Arwana Restaurant has been very high implemented, with an overall score of 88%. From the three green practices indicators, green action scored 87%, green food scored 91%, and green donation scored 86%. All green practices indicators relate to the three aspects of the triple bottom lines. Green action has a dominant relation to the profit aspect; green food has a dominant relation to the people aspect; and green donation has a dominant relation to the planet aspect.

ABSTRAK

Widya Kristyanti Dewi (2024). Implementasi Praktik Hijau dalam Mendukung Triple Bottom Lines di Restoran Arwana The Laguna Bali. Skripsi: Manajemen Bisnis Pariwisata, Jurusan Pariwisata, Politeknik Negeri Bali.

Skripsi ini telah dibimbing dan disetujui oleh Dosen Pembimbing I: I Gusti Agung Mas Krisna Komala Sari, S.Si, M.Si dan Dosen Pembimbing II: Ni Nyoman Sri Astuti, SST.Par., M.Par.

Kata kunci: Implementasi, Praktik Hijau, Triple Bottom Lines, Restoran

Penelitian ini bertujuan untuk menganalisis implementasi green practices di Arwana Restaurant The Laguna Bali dan keterkaitan implementasi green practices dalam mendukung triple bottom lines di Arwana Restaurant The Laguna Bali. Teknik pengumpulan data dalam penelitian ini adalah: wawancara, observasi, kuesioner, dokumentasi, dan studi pustaka. Sampel terdiri dari 27 karyawan Restoran Arwana sebagai responden dan 2 informan, dengan menggunakan teknik sampling jenuh. Pengolahan data dilakukan dengan menggunakan Microsoft Excel. Teknik analisis yang digunakan dalam penelitian ini adalah deskriptif kualitatif dan deskriptif statistik. Langkah-langkah yang dilakukan dalam pengolahan data adalah mencari persentase dan rata-rata dari setiap indikator. Hasil penelitian menunjukkan implementasi green practices di Restoran Arwana sudah sangat tinggi diterapkan, dengan nilai keseluruhan 88%. Dari ketiga indikator green practices, green action mendapatkan skor 87%, green food mendapatkan skor 91%, dan green donation mendapatkan skor 86%. Semua indikator praktik hijau berhubungan dengan tiga aspek dari triple bottom lines. Green action memiliki hubungan yang dominan dengan aspek profit, green food memiliki hubungan yang dominan dengan aspek people, dan green donation memiliki hubungan yang dominan dengan aspek planet.

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CHAPTER I

INTRODUCTION

1.1 Background of Study

As one of the biggest sectors of the hospitality industry, the restaurant business uses a lot of energy, water, and other natural resources (Schubert et al., 2010). Restaurants drain natural resources in a number of ways, including excessive energy use, the use of non-recyclable items, the use of dangerous chemicals for facility cleaning, and the increased carbon footprints caused by the transit of products and employees to and from the workplace (DiPietro, 2013).

According to Davies & Konisky as cited in Wang (2013), there are three ways in which the food and beverage business affects the environment. First, the services offered by restaurants have a direct influence on the environment. These impacts include energy consumption, the production of solid waste, air and water pollution, food safety and foodborne illnesses, and refrigerants. The second factor is the upstream environmental impact, which includes pollution from manufacturers, suppliers, and farms that supply restaurants. This includes issues with food safety throughout production as well as pesticide residues and waste from animals. Third, there is the indirect effect on the environment, which refers to the connections that these industry sectors have with consumer behavior, such as the overuse of plastic bags and disposable tableware. The food and beverage sector has a responsibility to protect the environment. Restaurants' green practices must be aimed at the environmental problems caused directly and indirectly by their operations.

Amidst the growing awareness of the importance of environmental sustainability, restaurants have an increasingly crucial role in promoting green practices as part of the Triple Bottom Lines (TBL) concept. The Triple Bottom Lines (TBL) is a framework used to measure the success of an organization based on three main dimensions, namely profit, planet, and people. As a business entity, restaurants are not only responsible for generating financial returns but also have a responsibility to pay attention to the social and environmental impacts of their operations. The background of implementing green practices in support of the triple bottom line in restaurants starts with an understanding of the huge impact that the food industry has on the environment and society. Therefore, adopting green practices became an urgent need to reduce these negative impacts and ensure the sustainability of restaurant operations.

Green practices are actions that businesses can take to reduce their environmental impact and their carbon footprint (DiPietro, 2013). The implementation of green practices is related to the triple bottom lines concept, such as: (Profit): Green practices such as efficient use of energy and water, waste reduction, and the use of local raw materials can reduce restaurants' operating costs and increase their profitability, (people): by paying attention to employee welfare, providing a safe and healthy work environment, and participating in social activities that support the local community, restaurants can create a positive impact on employees and the surrounding community, (planet): the implementation of green practices helps restaurants reduce their environmental footprint through waste reduction, the use of eco-friendly materials, and sustainable resource management

practices. The implementation of green practices in restaurants is important in supporting Triple Bottom Lines vision and ensuring that restaurants can be agents of positive change in achieving a more sustainable future.

Arwana Restaurant is located at The Laguna Bali, where the hotel received Tri Hita Karana Award in 2018, the highest award in sustainability practices in Bali, in recognition of its dedication to implementing the Tri Hita Karana concept in every aspect of its operations.

The Tri Hita Karana concept has a strong alignment with the Triple Bottom Lines (TBL) concept in an effort to achieve holistic sustainability, which includes social, economic, and environmental aspects. When applied in the context of hotel operations, the use of green practices is key to supporting sustainability in these three aspects. Restaurants that embrace eco-friendly efforts implement green practices in their operations. The eco-friendly practices of Arwana Restaurant aim to protect the environment and minimize the negative impact of the restaurant on the ecosystem. However, the implementation of green practices carried out by Arwana Restaurant has not been maximally implemented.

There are various phenomena of problems related to the implementation of green practices found based on observation in the field, including the restaurant still uses a physical menu book, and when the menu is dirty, it will always be replaced with a new one, which creates paper waste (Notes: on 21 October 2023, the staff changes the dirty menu with the new one, but on 25 December 2023, they change the menu again, so the staff are not responsible for keeping the menu clean). When the waiter/ss cleans up the food, there is no trash bin to separate organic and non-

organic waste, so they throw the mixed waste into one trash bin (Notes: this activity is often carried out every day during operations). They still use cloth coasters when serving drinks, which are washed every time they are used.



Figure 1.1 Cloth coaster used
Source: Arwana Restaurant tripadvisor

Arwana Restaurant does not provide a diverse vegan menu. There was one negative comment on an online platform that provides review-based services for travelers that stated that vegan menu options are very limited, here is the comment: The guest said they have been to Arwana Restaurant before, but it has the same issue of very poor service. The food was good, but no one took care of them. The staff disappeared, and the entire restaurant was only served by three people. The staff did not ask about the last order. When the guest asked to take a dessert order after 10.30 PM, the staff said we have closed order and no service. The vegan menu choices are very limited. When the guest asked for a bill, three of the staff members came and said the same thing: they would prepare the bill over 15 to 20 minutes. The Arwana Restaurant Manager gave an additional 5% discount for poor service and an incomplete dinner. The guest wonders about how people rate Arwana Restaurant with very good comments. They had a very poor experience, though the

food when it was delivered was good. The guest recommends a better option available along the beach.

Based on the background above the author interested to conduct further research to know more about implementation green practices at Arwana Restaurant by adopting research entitled “Implementation of Green Practices in Supporting Triple Bottom Lines at Arwana Restaurant of The Laguna Bali”.

1.2 Problem Statement

Based on description of the background above, the main problem in this research as follows:

1. How is the implementation of green practices at Arwana Restaurant of The Laguna Bali?
2. How is the implementation of green practices in supporting triple bottom lines at Arwana Restaurant of The Laguna Bali?

1.3 Research Objectives

Based on the research problems, the purpose of this research is:

1. To analyze the implementation of green practices at Arwana Restaurant of The Laguna Bali.
3. To analyze the implementation of green practices in supporting triple bottom lines at Arwana Restaurant of The Laguna Bali.

1.4 Research Significance

1. Theoretical Benefits

This research is expected to develop knowledge in further research and as additional references regarding implementation of green practice in supporting triple bottom lines at Arwana Restaurant of The Laguna Bali.

2. Practical Benefits

a. For the author

As a forum to expand knowledge, understanding and increase references regarding the importance of implementation of green practices in supporting triple bottom lines at Arwana Restaurant of The Laguna Bali. Making the researcher's experience in applying the knowledge gained on campus, by practicing according to reality in the industry.

b. For Politeknik Negeri Bali

It can be used as a reference for students who will conduct research on related problems and add scientific resources for the Politeknik Negeri Bali, Tourism Department.

c. For company

Research material is expected to be an input for preserving the environment and helping to raise awareness about the importance of implementation of green practices in supporting triple bottom lines at Arwana Restaurant of The Laguna Bali.

1.5 Limitations & Scope of Problems

Based on the research topic about implementation of green practices in supporting triple bottom lines at Arwana Restaurant of The Laguna Bali, therefore it is necessary to limit the problem to focus research so that it has a specific scope, including:

1. The variables in this research are green practices and triple bottom lines
2. The indicators in this study are as follows:
 - a. Green Practice: green action, green food, and green donation.
 - b. Triple bottom lines: profit, people, and planet.
3. This research was conducted in one place, namely at Arwana Restaurant in The Laguna Bali.
4. This research used a questionnaire given to the F&B staff of Arwana Restaurant to collect data related to the implementation of green practices.



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CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

Based on the analysis related to the implementation of green practices in supporting triple bottom lines at Arwana Restaurant of The Laguna Bali, the authors get several conclusions which will be described as follows:

1. Implementation of Green Practices at Arwana Restaurant of The Laguna Bali

Based on the results of a questionnaire distributed to 27 Arwana Restaurant staff regarding the implementation of green practices at Arwana Restaurant, getting an overall result of 88%, indicating that Arwana Restaurant has implemented green practices very high implemented. From the three green practices indicators, green action scored 87%, green food scored 91%, and green donation scored 86%. From the three green practices indicators, the average score is in the very high category. This shows that the implementation of green practices at Arwana Restaurant has been very high implemented.

2. Implementation of Green Practices in Supporting Triple Bottom Lines at Arwana Restaurant of The Laguna Bali

Based on the results of interviews with two key informants regarding the implementation of green practices in supporting triple bottom lines at Arwana Restaurant of The Laguna Bali, it shows that all green practices indicators relate to the three aspects of the triple bottom lines. Green action indicators have the most dominant relationship to the profit aspect because, the implementation of green

action at Arwana Restaurant can help reduce restaurant operating costs by using energy and water-saving tools in its operations. The existence of waste management also helps increase restaurant profits by collaborating with waste management in composting, and the compost is used to fertilize plants around the restaurant. Bottles and cardboard waste are sold to vendors for recycling, which can increase the restaurant's revenue. The use of environmentally friendly and organic products shows that the restaurant implements sustainability, which can attract customers who are concerned about the environment. Green food indicators have the most dominant relationship to the people aspect because, at Arwana Restaurant, the implementation of green food prioritizes the provision of quality and sustainable food by using local and organic products that reduce the risk of exposure to pesticides and harmful chemicals, directly supporting customer health. In addition, food is made à la minute, which ensures quality and freshness when served to guests, providing a superior culinary experience. Some menus are also created based on guests' dietary preferences or allergies, even beyond the existing menu. This increases guest satisfaction and loyalty, as guests feel cared for and their needs are met. Green donation indicators have the most dominant relationship to the planet aspect because, at Arwana Restaurant, the implementation of green donations is carried out by participating in public activities such as cleaning beaches or mangroves, which help reduce waste pollution and build sustainable coastal ecosystems. The socialization of environmental impacts in the restaurant by managers to employees during breafing is carried out to remind employees of the importance of protecting the restaurant environment by implementing

environmentally friendly practices during restaurant operations. Donating leftover food to employees is recognized as one way to reduce food waste that can pollute the environment.

5.2 Suggestion

1. All Arwana Restaurant staff are expected to continue the implementation of green practices in the restaurant environment because the implementation of green practices makes a significant contribution to the restaurant business operating in the long term, which can benefit the welfare of employees and the community in the future.
2. For The Laguna Bali, the implementation of recycling and composting should be improved, because based on observations it shows that waste is still not separated, and has not been able to process its own waste. It is expected that The Laguna Bali can implement it well, so that it can give benefit for hotel and the surrounding environment.

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