THE CONNECTION OF *TRI HITA KARANA* AND SUSTAINABLE TOURISM AT FOUR POINTS BY SHERATON BALI KUTA

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2022

THESIS

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The thesis of this research is proposed as one of the requirements to compile a thesis for the applied S1 Tourism Business Management Research Program

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AT FOUR POINTS BY SHERATON BALI KUTA

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PREFACE

Thank God Almighty (Ida Sang Hyang Widhi Wasa), who has allowed the author to complete the Research Thesis entitled **"The Connection Of *Tri Hita Karana* and Sustainable Tourism At Four Points By Sheraton Bali Kuta"** which can be completed on time.

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In the end, the writer hopes that this research can be useful for all parties and the writer hopes that there could be critics and suggestions to improve this research so that it can be used as a reference in the application of *Tri Hita Karana* in the hotel area.

Gianyar, 22nd February 2022

Writer

ABSTRAK

HUBUNGAN TRI HITA KARANA DAN PARIWISATA BERKELANJUTAN PADA FOUR POINTS BY SHERATON BALI KUTA

Sang Putu Budhi Parthama Putra

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Penelitian ini bertujuan untuk mengetahui penerapan konsep Tri Hita Karana pada Four Points By Sheraton Bali Kuta, menganalisa model implementasi Tri Hita Karana, dan menemukan hubungan antara Tri Hita Karana dengan pariwisata berkelanjutan. Informan ditentukan dengan menggunakan teknik Purposive Sampling. Teknik pengumpulan data menggunakan metode observasi, kuesioner, Focus Group discussions (FGD), studi kepustakaan, dan dokumentasi. Hasil penelitian menunjukan bahwa, Four Points By Sheraton Bali Kuta sudah menerapkan konsep Tri Hita Karana dengan baik. Namun ada beberapa dari indikator penilaian dari konsep Tri Hita Karana yang dapat ditingkatkan lagi seperti: Hotel memiliki kegiatan memberdayakan seniman, hotel memiliki keanekaragaman flora yang tinggi, dan hotel menggunakan 100% biodegrdable cleaning chemical. Hasil dari analisis tersebut dirumuskan menjadi sebuah model yang digunakan untuk menemukan hubungan antara Tri Hita Karana dengan pariwisata berkelanjutan. Adapun hasil dari model hubungan antara Tri Hita Karana dengan pariwisata berkelanjutan adalah setiap indikator pada Tri Hita Karana memiliki hubungan dengan pariwisata berkelanjtan dengan nilai yang baik, namun ada satu indikator yang diperhatikan untuk meningkatkan hubungan Tri Hita Karana dengan pariwisata berkelanjutan, yakni hotel memiliki kegiatan memberdayakan seniman lokal.

Kata Kunci: *Tri Hita Karana, Pariwisata Berkelanjutan*

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ABSTRACT

THE CONNECTION OF *TRI HITA KARANA* AND SUSTAINABLE TOURISM AT FOUR POINTS BY SHERATON BALI KUTA

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This study aims to determine the application of the *Tri Hita Karana* at Four Points By Sheraton Bali Kuta, to analyze the implementation model of *Tri Hita Karana*, and to find out the relationship between *Tri Hita Karana* and sustainable tourism. Informants were determined using the purposive sampling technique. Data collection techniques used the methods of observation, questionnaires, Focus Group discussions (FGD), literature study, and documentation. The results showed that Four Points By Sheraton Bali Kuta had implemented the *Tri Hita Karana* concept well. However, there are several indicators of the assessment of the *Tri Hita Karana* concept that can be improved, such as the hotel has activities to empower artists, the hotel has a high diversity of flora, and the hotel using 100% biodegradable cleaning chemicals. The results of the analysis are formulated into a model that is used to find the connection between *Tri Hita Karana* and sustainable tourism. The results of the model of the connection between *Tri Hita Karana* and sustainable tourism are that each indicator in *Tri Hita Karana* at Four Points By Sheraton Bali Kuta has a connection with sustainable tourism with a good value, but there is one indicator that could be a concern to improve the connection of *Tri Hita Karana* with sustainable tourism, namely hotels have activities empower local artists.

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Keywords: *Tri Hita Karana*, Sustainable Tourism

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CHAPTER I

INTRODUCTION

1.1 Background

In this day and age, the environment has a very important role in the sustainability of tourism in Bali, considering that Bali tourism relies heavily on the environment. Therefore, it is important to maintain the environment so that tourism can survive and develop sustainably. If properly cared for and maintained, the environment and culture can support the industry. And conversely, the environment and culture can also damage the industry if tourism players no longer ignore or only care about personal interests. With the times and technology. This condition seems to have indirectly encouraged the emergence of awareness from tourism actors who dream of more responsible tourism activity. Various parties from the international to national level as well as practitioners, governments, and academics have participated in formulating a real form of sustainable tourism concept that has long been present on the global stage. Of course, this reaction promotes the spirit to maximize the benefits of tourism activities and minimize the negative impact (Prabawa, 2017). One of the concepts that are often encountered is the concept of green tourism.

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The concept of green tourism includes tourism programs that minimize the negative aspects of conventional tourism to the environment and improve the cultural integrity of the local community (Wardhani & Valeriani, 2016). Tourism industries in parts of the world began to implement or adopt green tourism as their organizational culture because it was considered able to develop the industry and

provide benefits to the surrounding environment. But not all tourism industries apply the concept of green tourism. Some tourism actors prefer to adopt a local culture that bears a resemblance to green tourism. The application of local concepts as organizational culture is done to be able to achieve the goals and benefits of green tourism, but at the same time still, preserve the local culture. A concept in Bali has similarities with green tourism, namely *Tri Hita Karana.*

Tri Hita Karana is a concept or philosophy in Hinduism that always emphasizes how to coexist, greet each other, no hatred, tolerance, and peace. *Tri Hita Karana* can be interpreted as three causes of well-being. The term is taken from the word *Tri* which means three, *Hita* which means balance or prosperity, and *Karana* which means cause or reason (Ministry of Religion of the Republic of Indonesia, 2022). The concept of Tri Hita Karana which is a philosophy of life balance of Hindu people on the island of Bali includes a harmonious relationship between humans with god (*Parhyangan*), between humans (*Pawongan)*, and between humans with the environment (*Palemahan*) (Pertiwi & Ludigdo, 2013).

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In the world of tourism itself, *Tri Hita Karana* can be said as a reference or guideline regarding the relationship between industry and the environment, as explained in Regional Regulation No. 2 of 2012 on Balinese Cultural Tourism on Bali Cultural Tourism. There it is explained that "Bali Cultural Tourism is a Bali tourism based on Balinese Culture which is imbued by the teachings of Hinduism and the philosophy of *Tri Hita Karana* as the main potential by using tourism as a vehicle for actualization so that there is a dynamic reciprocal relationship between tourism and culture that makes both develop synergistically, harmoniously and

sustainably to be able to provide welfare to the community, cultural and environmental sustainability". Therefore, many tourism industries in Bali have started to adopt *Tri Hita Karana* as organizational culture. The application of *Tri Hita Karana* as a guideline in running the industry can provide many benefits for the industry or the surrounding environment.

These days, some hotels have applied the concept of *Tri Hita Karana*. One of the hotels that apply the concept of Tri Hita Karana is Four Points By Sheraton Bali Kuta. Four Points By Sheraton Bali Kuta is a hotel located in Kuta, Badung. This hotel has long carried the concept of *Tri Hita Karana* as its organizational culture. With the application of the *Tri Hita Karana* concept, indirectly this hotel has developed sustainable tourism. Because *Tri Hita Karana* and sustainable tourism have some similarities, *Tri Hita Karana* can be used as a reference or guideline in running sustainable tourism at Four Points By Sheraton Bali Kuta. But there is no concrete explanation for the connection between *Tri Hita Karana* and sustainable tourism. Based on this problem, the author is interested in conducting research with the title **"The Connection of *Tri Hita Karana* and Sustainable Tourism At Four Points By Sheraton Bali Kuta".**

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1.2 Problems of The Research

Based on the background above, the writer will make the problems of the research, which are:

1. How is the implementation of *Tri Hita Karana* at Hotel Four Points By Sheraton Bali Kuta?

2. How is the model of implementation of *Tri Hita Karana* like at Hotel Four Points By Sheraton Bali Kuta?
3. What is the connection between *Tri Hita Karana* and sustainable tourism at Four Points By Sheraton Bali Kuta?

1.3 Purpose of The Research

1. To identify the implementation of *Tri Hita Karana* at Hotel Four Points By Sheraton Bali Kuta.
2. To analyse the model of implementations of *Tri Hita Karana* at Four Points By Sheraton Bali Kuta.
3. To find out the connection between *Tri Hita Karana* and sustainable tourism at Four Points By Sheraton Bali Kuta.

1.4 Benefit of The Research

The writer hopes this research can give benefits, both theoretically and practically. The benefits that can be obtained in this research are:

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1. Theoretical Benefits

The results of this research are theoretically expected to contribute ideas in enriching insight into tourism, in this case, hotels, especially regarding the connection of *Tri Hita Karana* and sustainable tourism at Four Points By Sheraton Bali Kuta.

2. Practical Benefits

Practically, the result of this research is expected to be useful information about the implementation of *Tri Hita Karana* in the company and a guideline to the employee to implement *Tri Hita Karana* at Four Points By Sheraton Bali Kuta.

CHAPTER II

LITERATURE REVIEW

2.1 Theoretical Basis

The theoretical basis is the explanation of the theories that will be used in this research. In this research the authors used several theories used to strengthen this research to be academically qualified and have high confidence outlined as follows:

2.1.1 Hotel

Many experts have given explanations about the understanding of hotels. In general, a hotel is an industry or service that is managed commercially (Hermawan, 2018). This explanation is explained by Krestanto (2019). He explained some of the important points of the definition of a hotel are as follows:

1. Is the type of accommodation.
2. Provide accommodation, food, and beverage services.
3. Provided for everyone.
4. Commercially managed (aimed at a profit).

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Another definition of a hotel is a business that uses the building or some of it is specifically provided, where everyone can stay and eat and get services and other facilities by payment (having a restaurant under the management of the hotel) (Central Java Provincial Statistics Agency, 2014).

Based on the definition above, it can be concluded that the hotel is a business in the form of a commercially sold building that provides a place to stay and is

supported by supporting facilities, such as food, beverages, services, and other supporting facilities.

2.1.2 Implementation

According to Mulyadi (2015), Implementation refers to actions to achieve the goals set out in a decision. It seeks to turn these decisions into operational patterns and seeks to achieve changes large or small as previously decided. Implementation is essentially also an attempt to understand what should happen after the program is implemented.

Other definitions of implementation can be explained by Jones's theory (Mulyadi, 2015). He said that implementation is those Activities directed toward putting a program into effect.

Another definition of implementation is a planned activity, not just an activity, and is carried out seriously based on the reference to certain norms to achieve the objectives of the activity (Ananda, 2021).

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2.1.3 *Tri Hita Karana*

Tri Hita Karana is a philosophy that is believed by the people of Bali. The elements of this *Tri Hita Karana* include: *Sanghyang Jagatkarana, Bhuana*, and Humans. The elements of Tri Hita Karana are contained in the holy book Bagawad Gita (III.10), which reads as follows: *"Sahayajnah prajah sristwa pura waca prajapatih anena prasawisya dhiwan esa wo'stiwistah kamadhuk"*. The meaning of the verse is "In ancient times *Prajapati* created humans with *yadnya* and said: with this, you will grow and will become *kamadhuk* of your desires". In the Bhagavad-Gita verse there appear to be three elements that are mutual *yadnya* to get, which

consists of *Prajapati*, which means God Almighty, and *Praja*, which means Humans. By implementing *Tri Hita Karana* steadily, creatively, and dynamically, a harmonious life will be realized which includes the development of a complete human being who is devoted to *Sanghyang Widhi Wasa* / God Almighty, who loves the environment and is in harmony and peace with others.

Tri Hita Karana first appeared there was a time held regional conference I of the Badan Perjuangan Umat Hindu Bali which was held on November 11th, 1966 at Universitas Dwijendra Denpasar. The conference was held based on Hindu awareness of its *dharma* to participate in the nation's development towards a prosperous, just, and prosperous society based on *Pancasila*. Then the term *Tri Hita Karana* is growing, expanding, and society. *Tri Hita Karana* is universally the foundation of life towards the happiness of birth and mind (Padet & Krishna, 2018).

Tri Hita Karana comes from Sanskrit which is formed from three words, namely *Tri* means three, *Hita* means happiness or prosperity and *Karana* means to cause or cause. This concept contains an understanding of the three causes of happiness that stem from the harmony of the three relationships. Which teaches how to achieve balance and harmony in life. This concept describes the balance and harmony of life that will be achieved if humans establish a good relationship with God, establish a good relationship with fellow humans, and establish good relations with the environment or nature (Department of Culture of Buleleng Regency Government, 2021). As the name implies, *Tri Hita Karana* consists of three parts or elements, namely:

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1. *Parhyangan*

a. The hotel has a sacred place (*Pura*) and is well maintained.

b. The hotel applies religious values.

c. The hotel contributes to the activities of the surrounding temple (*Khayangan Desa*).

d. The hotel provides ample opportunity for its employees to carry out religious activities.

e. Socialization of *Tri Hita Karana* to tourists staying at hotels.

f. The hotel has someone responsible for the daily prayer activities.

g. In the hotel, there has a written program about religious activities / about *Tri Hita Karana*

h. *Parhyangan* looks clean, and neat there are plants for praying and ornamental/green plants.

2. *Pawongan*

a. Hotels have artist empowerment activities.

b. There is no conflict between the employee and the hotel spoiled party.

c. The hotel has no difficulty resolving conflicts with the community.

d. The hotel absorbs as much as possible the local workforce.

e. Foreign countries working in this hotel should be as minimal as possible.

f. The hotel has facilities for physically disabled travellers.

g. In the past year, there has been no turnover of employees to other companies citing dissatisfaction.

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h. The hotel has and periodically implements occupational health and safety policies.

i. The hotel rewards outstanding employees.

j. Hotels provide guarantees for sick employees

3. Palemahan

a. The hotel can handle waste well and minimize the production of waste thrown into the environment.

b. The hotel has a program for saving and preserving the environment.

c. Hotels use the land efficiently and do land conservation well.

d. The hotel has no conflicts related to the environmental field.

e. The hotel has good sanitation and environmental hygiene.

f. The hotel environment has a high diversity of flora.

g. The hotel can handle toxic hazardous materials well.

h. The hotel makes use of 100% biodegradable cleaning chemicals.

i. The hotel uses water.

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j. Hotels efficiently utilize energy. (Pranata, Sri, & Putra, 2017)

2.1.4 Sustainable Tourism

Sustainable tourism is a concept of tourism that has an impact on the environment, society, culture, and economy for the present and future, both for local people and tourists. (Ministry of Tourism and Creative Economy of the Republic of Indonesia, 2021).

Ginting et al., (2017) also said that definition of sustainable tourism is tourism that takes into account the full economic, social, and environmental impacts

now and to come, answering the needs of visitors, the tourism industry, the environment, and host communities.

Another definition of sustainable tourism by Ginting et al., (2020) is a tourism concept that seeks to positively impact the environment, society, and economy.

Fajri et al., (2020) clarify the above statement by providing indicators of sustainable tourism. The indicators of sustainable tourism in the following:

1. Environmental Sustainability

a. Protection of valuable natural assets

b. Managing natural resources

c. Limiting impacts of tourism activity

2. Social Sustainability

a. Sustaining cultural assets

b. Community participation

c. Community attitudes

3. Economic Sustainability

a. Employment

b. Wage policies

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2.2 Previous Research

The review of the results of previous research referred to here is a research of the results of written works or thesis relevant to this research. The results of the research will be briefly outlined, which will then be used as a reference to complete

this research, the author will briefly outline some of the results of previous studies including, as follows:

Table 2.1 Previous Research

Author	Year	Research Title	Results	Similarities	Difference
Ni Putu Yunita and A. A. N. Oka Suryadinatha Gorda	2020	Implementasi *Tri Hita Karana* Sebagai Budaya Organisasi di The Royal Pita Maha Hotel	Implementation of the *Tri Hita Karana* concept has been applied by the three elements contained in it which meet the elements of the criteria of organizational culture and elements of organizational cultural functions.	Data collection technique that uses two same techniques consisting of observation, and documentation	Previous research is focused on the implementation of *Tri Hita Karana* as organizational culture. And this research focused on the implementation of *Tri Hita Karana* as a guideline for sustainable tourism
Ni Made Sri Megantari and Ida Ayu Suryasih	2020	Evaluasi Penerapan *Tri Hita Karana* di Daya Tarik Wisata Alas Kedaton, Desa Kukuh Kabupaten Tabanan	The attraction of Alas Kedaton tourism has applications to the concept of *Tri Hita Karana* in the aspects of *Parahyangan*, *Pawongan*, and *Palemahan*. But there are some unintentional and unconscious shortcomings.	The technique of determining the informant's technique used purposive sampling. Analysis of data used qualitative data analysis.	Previous research focuses on evaluating the implementation of *Tri Hita Karana*, while this research focuses on the implementation of *Tri Hita Karana* as a guideline for sustainable tourism.
Nyoman Bibit Bintang Bithara, I Putu Krisna	2020	Implementing *Tri Hita Karana* Values in Grand Inna Kuta's Corporate Social	There are 6 corporate social responsibility activities conducted by	The similarities between previous research and this research	Previous research focuses on implementing the *Tri Hita*

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Arta Widana, and Ni Gusti Nyoman Suci Murni		Responsibility Program	Grand Inna Kuta namely; blood donor activity, beach cleaning activity, tree plant activity, a tribute to the village, social assistance, and social assistance during the Covid-19 pandemic.	are both the research used qualitative methods.	*Karana* Values incorporate social responsibility (CSR) program. And this research focuses on the implementation of Tri Hita Karana as a guideline for sustainable tourism.
Khoiul Fajri, Taufiq Hidayat, Nelissa Lenjau	2020	IMPLEMENTASI PARIWISATA BERKELANJUTAN DI EDUWISATA ENGGANG GADING	Enggang Gading tourism had implemented activities guided by the principles of sustainable tourism, especially in the application of three aspects, namely; physical environmental aspects, socio-cultural aspects, and economic aspects. From the results of an assessment of the results of the informants' answers in each aspect, show that the implementation	The similarity between previous research and this research is that both studies use observation and documentation as data collection techniques. The qualitative approach used in both research is the score descriptive analysis technique, where the data collection process is carried out through open and in-depth participatory observation, and	Previous research focused on education tourism (edutourism), while this research focused on the implementation of *Tri Hita Karana* as a guideline to sustainable tourism

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			of sustainable tourism on average reaches a score of 67% which means it is in the sufficient category.	documentation study.	
Komang Agus Pranata, Anak Agung Putri Sri, Agus Muriawan Putra	2017	Penerapan Konsep *Tri Hita Karana* di The Trans Resort Bali	Employees of Four Points By Sheraton Bali Kuta have the perception that the average assessment indicator of the *Tri Hita Karana* concept variable applied at Four Points By Sheraton Bali Kuta is categorized well. The application of the *Tri Hita Karana* concept at Four Points By Sheraton Bali Kuta has been well applied, but there are some of the indicators of the concept of *Tri Hita Karana* that have not been fulfilled.	The similarities between the previous research and this research are both the research used five data collection techniques consisting of observations, questionnaires, literature studies, and documentation.	In previous research, data analysis was conducted in a qualitative descriptive manner combined with analysis. SWOT and supported by Likert Scale analysis. Meanwhile, in this study, data analysis is carried out in descriptive qualitative and descriptive statistics with Likert Scale analysis.

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CHAPTER III

RESEARCH METHODE

3.1 Location and Time of Research

This research will be conducted at Four Points by Sheraton Bali Kuta located on Jalan Benesari Banjar Pengabetan Kuta, Badung Bali. It can be reached by 30 minutes from I Gusti Ngurah Rai Airport, 45 minutes from Denpasar, and 1 hour from Nusa Dua. Four Points by Sheraton Bali Kuta has four restaurants for innovative dining and also has a rooftop pool featuring stunning views of Legian-Kuta. Four Points by Sheraton Bali Kuta has massage using natural ingredients and other facilities like Kids Club, room service, fitness center, free Wi-Fi, 24-hour front desk, and a free shuttle to Kuta Beach. The research was conducted from March 2022 to June 2022.

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Email : fpbalikuta.fourpoints@fpbalikuta.com

Website : www.marriott.com/hotels/travel/dpskf-four-points-bali-kuta

Instagram : @fourpointsbalikuta

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3.2 Research Object

In this research, the authors determined the object of the research, namely at the Four Points By Sheraton Bali Kuta. The object of this research is the

connection between *Tri Hita Karana* and sustainable tourism at Four Points By Sheraton Bali Kuta.

3.3 Variable Identification

In conducting research, variables are an important aspect that is impossible to leave behind. A research variable is an attribute or trait or value of a person, object, or activity that has certain variations set by the researcher to be studied and then drawn to conclusions. (Sugiyono, 2015). This research uses two variables, namely:

1. *Tri Hita Karana*
2. Sustainable Tourism

3.4 Definition of Operational Variable

In research, there is a very important operational definition of variables that are used as scientific information that describes the object of research. In this research the definition of variables to be discussed by the author is as follows:

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1. The implementation of *Tri Hita Karana* is an important concept in tourism, where this concept is used as a guideline on the relationship between the hotel and the surrounding environment. The explanation of the Tri Hita Karana indicator is in the table below:

Tabel 3.1 Table of Tri Hita Karana's Indicator and Subindicator
Source: *(Pranata, Sri, & Putra, 2017)*

Variable	Indicator	Sub indicator
Tri Hita Karana	*Parhyangan*	• The hotel has a sacred place (*Pura*) and is well maintained. • The hotel applies religious values.

		• The hotel contributes to the activities of the surrounding temple (*Khayangan Desa*). • The hotel provides ample opportunity for its employees to carry out religious activities. • Socialization of *Tri Hita Karana* to tourists staying at hotels. • The hotel has someone responsible for the daily prayer activities. • In the hotel, there has a written program about religious activities / about *Tri Hita Karana.* • *Parhyangan* looks clean, and neat there are plants for praying and ornamental/green plants.
	Pawongan	• Hotels have artist empowerment activities. • There is no conflict between the employee and the hotel spoiled party. • The hotel has no difficulty resolving conflicts with the community. • The hotel absorbs as much as possible the local workforce. • Foreign countries working in this hotel should be as minimal as possible. • The hotel has facilities for physically disabled travelers. • In the past year, there has been no turnover of employees to other companies citing dissatisfaction. • The hotel has and periodically implements occupational health and safety policies. • The hotel rewards outstanding employees. • Hotels provide guarantees for sick employees.
	Palemahan	• The hotel can handle waste well and minimize the production of waste thrown into the environment. • The hotel has a program for saving and preserving the environment. • Hotels use the land efficiently and do land conservation well. • The hotel has no conflicts related to the environmental field. • The hotel has good sanitation and environmental hygiene. • The hotel environment has a high diversity of flora. • The hotel can handle toxic hazardous materials well.

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		• The hotel makes use of 100% biodegradable cleaning chemicals. • The hotel uses water. • Hotels efficiently utilize energy.

2. Sustainable tourism is a tourism concept that involves the surrounding environment and has a sustainable positive impact on both hotels and the surrounding environment. In a detailed way, sustainable tourism has a significant effect on:

Tabel 3.2 Table of Sustainable Tourism's Indicator and Subindicator
Source: (Fajri, Hidayat, & Lenjau, 2020)

Variable	Indicator	Subindicator
Sustainable Tourism	Environmental Sustainability	• Protection of Valuable Natural Assets. • Managing Natural Resources. • Limiting Impacts of Tourism Activity.
	Social Sustainability	• Sustaining Cultural Assets. • Community Participation. • Community Attitudes.
	Economic Sustainability	• Employment. • Wage Policies.

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3.5 Types and Data Source

3.5.1 Data Types

1. Qualitative Data

The data in qualitative research is descriptive rather than numbers. Data can be symptoms and events that are then analyzed in the form of categories. Qualitative data cannot be accurately measured and calculated and is generally expressed in words and not numbers. (Kusumastuti & Khoiron, 2019). In this study, qualitative data used is the result of Focus Group Discussions and

observations, hotel history, and an overview of hotels, room facilities, and hotel facilities.

2. Quantitative Data

   Data obtained in the form of numbers that can be calculated such as questionnaire, data on the number of rooms and room areas from Four Points By Sheraton Bali Kuta.

3.5.2 Data Source

The data source used in this research is data obtained from the place to conduct research. Purposive sampling techniques are used in determining the source of research data. In this type of sampling, the participants were selected or searched based on pre-selected criteria based on research questions (Kusumastuti & Khoiron, 2019). In search for data sources can be divided into two categories, namely:

1. Primary Data

   This data is in the form of interview text obtained through focus group discussions with informants who are being sampled in their research (Kusumastuti & Khoiron, 2019). In this research, the primary data came from Focus Group Discussions with related parties, questionnaires, and observations of the implementation of *Tri Hita Karana* at Four Points By Sheraton Bali Kuta.

2. Secondary Data

   Secondary data is in the form of already available data and can be obtained by researchers by reading, viewing, or listening (Kusumastuti & Khoiron, 2019). In this research, secondary data came from documentation at the time of the

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research, hotel history, hotel images, hotel facilities, and journals related to the research.

3.6 Methods of Determining Informants

The determination of informants as data sources in this research is by purposive sampling techniques that are based on certain considerations based on people who master or understand problems, have data, and are willing to provide complete and accurate informants. In this research, the informants are all the top management of Four Points By Sheraton Bali Kuta.

3.7 Data Collection Method

3.7.1 Observation

The observation is to make direct observations of the objects to be studied to get a better and more thorough picture of the implementation of *Tri Hita Karana* in the hotel area.

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3.7.2 Questionnaire

The questionnaire is a technique of collecting data through forms that contain questions that are posed in writing to a person or group of people to get answers or responses and information needed by researchers.

3.7.3 Focus Group Discussion (FGD)

Focus Group Discussion (FGD) is a technique of collecting data through a focused dialogue of a group to talk about selected trouble, in an informal and

comfortable atmosphere. The number of individuals in the focus group discussion varies from eight people and is completed with the guidance of a moderator.

3.7.4 Literature Studies

Literature studies are used to get data or information by studying several written sources which include books, research results, journals, scripts, and thesis that are relevant and related to the variables to be studied from *Tri Hita Karana* and sustainable tourism and objects to be studied.

3.7.5 Documentation

The data collection technique with documentation retrieves data obtained through research documents, such as images and other documentation supporting research.

3.8 Data Analysis Technique

3.8.1 Descriptive Qualitative

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According to Miles and Huberman (1994), The technique of data analysis is an activity in qualitative data analysis that is done interactively and continues continuously until complete so that the data is saturated. Activities in data analysis are: Data Reduction, Data Display, Conclusion Drawing/ Verification

1. Data Reduction

   Data reduction is the first stage in data analysis. Data reduction id a form of analysis that sharpen, focuses, discards, and organize data in such a way that final conclusion can be drawn and verified. It includes the process of summarizing and selecting the main points, simplifying and sutransforming the

data which will porovide a clearer picture and make it easier for author to do further data collection and look for it when it needed.

2. Data Display

   After the data is reduced, the next step is to display the data. In qualitative research, the presentation of this data can be done in the form of tables, graphs, pie charts, pictograms, and similar forms. Through the presentation of the data, the data is organized, and arranged in a pattern of relationships, so that it will be easier to understand. The most frequently used for presenting data in qualitative research is narrative text. It is recommended to display data, in addition to narrative text, it can also be in the form of graphs, matrices, networks, and charts.

3. Conclusion Drawing/Verification

   The third step in qualitative data analysis is drawing conclusions or verification. The initial conclusions put forward are still temporary and will change if no strong evidence is found to support the next stage of data collection. Thus the conclusions in qualitative research may be able to answer the problem formulation formulated from the beginning, but may also not because as has been stated that the problem and problem formulation in qualitative research are still temporary and will develop after the researcher is in the field. According to Sugiyono (1994), Conclusions in qualitative research are new findings that have never existed before. Findings can be in the form of a description or description of an object that was previously dim or dark so that

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after research it becomes clear, it can be in the form of casual or interactive relationships, hypotheses, or theories.

3.8.2 Descriptive Statistics

Miles and Huberman (1994) define descriptive statistical analysis as an analysis carried out to determine the existence of independent variables, either only on one or more variables (stand-alone variables or independent variables) without making comparisons of the variables themselves and looking for relationships with other variables. Descriptive analysis is shown to describe and describe data from the variables of the study. Descriptive statistical analysis is a data analysis technique to explain data in general or generalization, by calculating the minimum value, maximum value, mean, and standard deviation. The steps for conducting descriptive statistical analysis are as follows:

1. Data Collection

   Descriptive statistical data collection in this research was carried out the questionnaires to informants, which is all of the top management of Four Points By Sheraton Bali Kuta.

2. Data Presentation

   The presentation of descriptive statistical data in this research will be presented in form of a diagram. The content of the diagram is from the result of the questionnaire

3. Conclusion

   The conclusion of the questionnaire will be presented in form of score diagram data.

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CHAPTER IV

RESULT AND DISCUSSIONS

4.1 General Description of Research Object

Hotel Four Points By Sheraton Bali Kuta is located at Jalan Benesari Banjar Pengabetan Kuta, Badung Bali, Telephone +62 (361) 8496606, Fax +62 (361) 8496607, Website www.marriott.com/hotels/travel/dpskf-four-points -bali-kuta. Four Points By Sheraton Bali Kuta is one of the hotels operating under the management of Marriott for approximately 7 years. The distance from I Gusti Ngurah Rai International Airport to Four Points By Sheraton Bali Kuta is approximately 5.9 KM or within 20 minutes.

4.1.1 Hotel History

Four Points By Sheraton was originally a brand from Starwood Property. In 2015, Starwood and Marriott combine to become Marriott International with their new vision of "To be the world's favorite travel company". These days, Marriott International is the largest management hotel in the world with more than 8,000 properties in 139 countries. The brands currently owned by Marriott International: Edition, The Ritz-Carlton, The Luxury Collection, St Regis, W Hotels, JW Marriott, Marriott, Sheraton, Marriott Vacation Club, Delta Hotels, Westin, Le Meridien, Renaissance, Autograph Collection, Tribute Portofolio, Design, Gaylord, Courtyard, Four Points, Springhill Suites, Fairfield, Protea, AC, Aloft, Moxy, Homes & Villas, Residence Inn, Towneplace Suites, Marriott Executive Apartments, and Elements.

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Four Points by Sheraton Bali Kuta is a four-star hotel that carries three core values, namely Honest, Uncomplicated, and Comfort. As the name suggests, this hotel is conveniently located in the Legian Kuta area. Four Points By Sheraton Bali Kuta is owned by PT. Umah Benesari. Four Points by Sheraton Bali Kuta Hotel is the 200th Four Points by Sheraton Hotel in the world and the first Four Points by Sheraton Hotel operating in Indonesia with a soft opening on 15th July 2015.

Figure 4.1 Four Points By Sheraton Bali Kuta's Logo
Source: Four Points By Sheraton Bali Kuta, 2022

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Hotel Four Points By Sheraton Bali Kuta was designed by Nalendra Wijaya, who has worked on and designed many projects in Jakarta, Bali, and Surabaya. the construction of the Four Points Hotel By Sheraton Bali Kuta commenced at the end of 2012 and became inspired by the Balinese architectural style. Nalendra applies Balinese architectural style to his design buildings using natural materials consisting of wood with Balinese carving motifs, teak root carvings, natural stone, and antique tiles. The interior of The Four Points Hotel By Sheraton Bali Kuta is the result of a collaboration between Nalendra Wijaya and Zohra Boukhari, an interior designer and decorator from Morocco. Zohra Boukhari combines Moroccan

architectural style with Balinese architectural style to show a warm ecosystem by giving the dominance of the orange shade mixed with unique objects in the details from the lobby lounge, and restaurant to the rooftop. The residential rooms offered by Hotel Four Points By Sheraton Bali Kuta are 185 rooms consisting of types of rooms, specifically deluxe rooms and suite rooms with the following information:

Table 4.1 Table of Room Type and Configuration
Source: Four Points by Sheraton Bali Kuta, 2021

Room Type	Area (m^2)	King (unit)	Twin (unit)	Number
Family Suite	55	13	-	13
Leisure Suite	45	8	-	8
Accessible Suite	45	1	-	1
Deluxe Lagoon Access	28	22	-	22
Deluxe Lagoon View	28	52	52	104
Deluxe Pool View	28	19	18	37
Total		115	70	185

The details of the types of rooms offered by the Four Points Hotel by Sheraton Bali Kuta are:

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1. Family Suite

Family Suite is the type of room with the best class offered by Four Points By Sheraton Bali Kuta. Family Suite is the widest room type with a size of 55m^2 which is located on the first floor, second floor, third floor, fifth floor, and sixth floor. On the first floor, there is only one Family Suite room that is the only suite room that has direct access to the lagoon pool. Family Suite type rooms only have one type of bed configuration, particularly, a king-size bed, and are prepared with a sofa that can be used as an additional bed. Meanwhile, Family Suite rooms on the second, third, fifth, and sixth floors that don't have direct access to the lagoon pool

can enjoy views of the lagoon pool from the balcony. This room type is also equipped with two bathrooms, one bathroom with a bathtub and one bathroom with a shower.

Figure 4.2 Family Suite
Source: Four Points By Sheraton Bali Kuta

2. Leisure Suite

The Leisure Suite is another suite offered by Four Points By Sheraton Bali Kuta. The Leisure Suite has an area of 45m^2 which is placed on the second floor, third floor, fifth floor, and sixth floor. Leisure Suite type rooms only have one type of bed configuration, particularly, a king-length bed, and are geared up with a sofa that can be converted into an additional bed. The view offered from this room is the lagoon pool or kids pool which can be enjoyed from the balcony. This room is also equipped with a bathtub and shower.

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Figure 4.3 Leisure Suite
Source: Four Points By Sheraton Bali Kuta, 2021

3. Accessible Suite

Accessible Suite is a part of the leisure suite. This Suite Room is specially provided for guests with special needs (disabled). Accessible Suite has an area of 45m^2. This type of room only has one type of bed configuration, specifically, a king-size bed, and is geared up with a sofa bed that can be used as an additional bed. The view offered from this room is the lagoon pool which can be enjoyed from the balcony. This room only has a shower without a bathtub because the bathroom in this room type is designed to disable guests.

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4. Deluxe Lagoon Access

Deluxe Lagoon Access has an area of 28m^2 which is placed on the first floor due to the fact this room type has direct access from the room to the lagoon pool through the room terrace. This type of room only has one type of bed configuration, specifically, a king-size bed. in this type of room, there is only a shower without a bathtub inside the bathroom.

Figure 4.4 Deluxe Lagoon Access
Source: Four Points By Sheraton Bali Kuta, 2021

5. Deluxe Lagoon View

Deluxe Lagoon View has an area of 28m^2 that is positioned on the second, third, fifth, and sixth floors. in this room type, there are two configurations, specifically a king-size bed, and a twin-size bed. the view that can be enjoyed in this room kind is the lagoon pool. in this type of room, there is only a shower without a bathtub inside the bathroom.

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Figure 4.5 Deluxe Lagoon View
Source: Four Points By Sheraton Bali Kuta, 2021

6. Deluxe Pool View

Deluxe Pool View has an area of 28m^2 which is positioned on the second floor, third floor, fifth floor, and sixth floor. In this room type, there are two-bed configurations that guests can pick out, specifically king-size bed and twin-size bed. Deluxe Pool View is also the only room type that has a connecting room. the view that can be enjoyed in this room type is the junior pool. This room type only has a shower without a bathtub.

Figure 4.6 Deluxe Pool View
Source: Four Points By Sheraton Bali Kuta, 2021

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4.1.2 Room Facilities

Four Points by Sheraton Bali Kuta offers various in-room facilities that support guest comfort while staying, such as:

1. Free WI-FI Access,
2. Hairdryer,
3. Telephone,
4. Air Condition in every room,
5. Crib, rollaway bed dan connecting room (based on availability),
6. Safety deposit box,

7. Minibar,
8. Satellite TV channel,
9. DVD player,
10. Kimono,
11. Sleeper,
12. Luggage rack,
13. Cattle (for hot water),
14. 2 cup,
15. 2 glass,
16. Multy plug,
17. Iron and Iron Board (based on guest request),
18. Dustbin, and
19. Waker Clock

4.1.3 Hotel Facilities

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Hotel Four Points by Sheraton Bali Kuta also has several supporting facilities such as:

1. The Best Brew

The Best Brew is the signature of Four Points By Sheraton, this means that every Four Points By Sheraton Hotel need to have its personal The Best Brew. visitors can experience a meal while enjoying a live performance from an acoustic band on Wednesday and a fire dance on Saturday accompanied by a grill and child package deal, that The Best Brew additionally offers beer, wooden fire Italian pizza, and a live grill, to a sweet simple dessert.

Figure 4.7 Best Brew
Source: Four Points By Sheraton Bali Kuta, 2021

The best brew is open from 11.00 AM – 11.00 PM every day. To enjoy lunch and dinner, guests can visit The best brew on:

a. Lunch : 11.00 AM until 06.00 PM

b. Dinner : 06.00 PM until 11.00 PM

2. Wrapped Restaurant

The Wrapped Restaurant is a semi-indoor restaurant located on the second floor next to the lobby. Open from 09.00 AM to 11.00 PM. The Wrapped Restaurant is the right place for a fast bite, enjoying gelato, coffee, wine, and various pastries. To enjoy lunch and dinner at the Wrapped restaurant, guests can visit at this hour:

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a. Lunch : 11.00 AM until 03.00 PM

b. Dinner : 03.00 PM until 11.00 PM

Figure 4.8 Wrapped Restaurant
Source: Four Points By Sheraton Bali Kuta, 2021

Starting from 03.00 PM until 06.00 PM, guests can enjoy afternoon tea offered by Wrapped Restaurant. On Tuesday, Thursday, and Saturday guests can enjoy a special animation movie from 07.00 PM until 10.00 PM.

3. Eatery Restaurant

Eatery Restaurant is the main restaurant placed on the first floor. guests can experience breakfast, lunch, and dinner at this restaurant. breakfast is served with a buffet while lunch and dinner provide a la carte menu. To enjoy breakfast, lunch, and dinner, guests can visit Eatery Restaurant at this hour:

a. Breakfast : 06.30 AM until 11.00 AM

b. Lunch : 11.00 AM until 03.00 PM

c. Dinner : 03.00 PM until 11.00 PM

Figure 4.9 Eatery Restaurant
Source: Four Points By Sheraton Bali Kuta, 2021

The cuisine that is offered is international and traditional cuisine. Eatery Restaurant has a capacity of 100 people.

4. Vertigo Rooftop Bar

Vertigo is a rooftop swim-up bar & sun lounge located on the sixth floor. Vertigo Rooftop Bar serves a variety of cocktails or mocktails. in addition to enjoying drinks and snacks from the bar while accompanied by music, guests also

can swim, sunbathe and enjoy the view from the rooftop. Vertigo operates from 11:00 AM until 11:00 PM every day.

Figure 4.10 Vertigo Rooftop&Bar
Source: Four Points By Sheraton Bali Kuta, 2021

5. Fitness Center

The fitness center placed at Four Points by Sheraton Bali Kuta is geared up with treadmills, lifecycles, life steps, rowing machines, free weights, and recline bench press. The fitness center is located on the second floor and operates for twenty-four hours. Towels and mineral water also are provided for guests' comfort while workout.

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Figure 4.11 Fitness Centre
Source: Four Points By Sheraton Bali Kuta, 2021

6. Kids Club

Kids Club is a special place designed for children, which is placed on the first floor adjoining the junior pool, prepared with various children's games and

numerous amusing activities. The Kids Club is open from 10:00 AM until 5:00 PM. The kids club is only intended for children from the age of 3 years to 12 years.

Figure 4.12 Kids Club
Source: Four Points By Sheraton Bali Kuta, 2021

7. Swimming Pool

Four Points By Sheraton Bali Kuta has three swimming pools, two of which are located on the first floor, specifically the lagoon pool which is the biggest swimming pool with an area of 550m^3 with a depth of 120 Cm, and there is a jacuzzi in the center.

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Figure 4.13 Lagoon Pool
Source: Four Points By Sheraton Bali Kuta, 2021

The second pool is also positioned on the first floor, placed to the west of the main pool, this pool is intended for children (junior pool) with a depth of 60cm with an area of 60m^3.

Figure 4.14 Kids Pool
Source: Four Points By Sheraton Bali Kuta, 2021

The third swimming pool is placed on the sixth floor adjoining Vertigo Rooftop Bar which has a depth of 90 cm and an area of 100m^3. each pool additionally provided several long chairs that can be used by visitors for sunbathing after swimming and additionally provided some float tires that can be used by visitors while swimming. The entire pool is open from 06.00 AM until 10.00 PM.

Figure 4.15 Vertigo Rooftop&Bar's Pool
Source: Four Points By Sheraton Bali Kuta, 2021

8. Meeting Room

Four Points by Sheraton Bali Kuta is equipped with two places for meeting facilities, namely Darshana and Boardroom with an area of 216m^2 and 56m^2 respectively which has a capacity of up to 149 and 46 pax. Dharsana is located on

the fifth floor and the boardroom is located on the third floor at Four Points by Sheraton Bali Kuta. The following are the details of each meeting room owned by Four Points by Sheraton Bali Kuta:

Figure 4.16 Darshana Meeting Room
Source: TripAdvisor, 2022

Figure 4.17 Boardroom meeting room
Source: meeting-conventions.com, *2022*

Table 4.2 Table of Meeting Room's Configuration
Source: Four Points By Sheraton Bali Kuta, 2021

Function Room	Area (m^2)	Classroom	Theater	Banquet	Reception	U-Shape	Conference
Darshana	216	81	149	104	120	72	66
Darshana 1	144	54	99	64	80	33	36
Darshana 2	72	27	50	32	40	27	24
Boardroom	56	27	46	24	40	21	18
Pre-function Area	54	-	-	-	-	-	-

9. Laundry & Dry Cleaning

At Hotel Four Points By Sheraton Bali Kuta, guests can enjoy the laundry facilities provided by the hotel. The laundry service offered is outside laundry. The hotel also provided laundry bags and laundry forms in the closets in each room. There are several options for laundry offered, namely:

a. One-day service: Laundry bag is taken before 09.00 AM and laundry results are returned at 06.00 PM.

b. Next day service: Laundry bag is taken between 09.00 AM to 12.00 PM and laundry results are returned one day after.

c. Express 4 hours service: Laundry bag is taken between 08.00 AM to 06.00 PM and laundry results are returned four hours afterward.

10. In-Room Dining

In-room dining is a food and beverage service to the room, which is available for 24 hours. With these facilities, guests can order food without having to come directly to the restaurant.

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11. Clinic

The clinic is a health facility provided by the hotel in collaboration with Blue Cross Medika. In anticipation of some visitors or employees experiencing pain or accident so that they can provide first aid before being referred to the closest hospital. The clinic is open every day for twenty-four hours.

12. Money Changer

Hotel Four Points By Sheraton Bali Kuta provided a money changer for guests who want to exchange their money. The money changer is located on the second floor and adjacent to the lobby. operating from 08.00 AM until 10.00 PM.

13. *Gamelan* Spa

Gamelan Spa is one of the facilities at Four Points by Sheraton Bali Kuta. *Gamelan* Spa is located on the second floor and operates daily from 08.00 AM until 10.00 PM. *Gamelan* Spa offered various treatments such as flower foot bath, Balinese massage, coconut scrubs, avocado wrap, and tea time.

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Figure 4.18 Gamelan Spa
Source: Four Points By Sheraton Bali Kuta, 2021

14. Destination Service

Destination service is one of the facilities provided to assist visitors who want to tour during their stay in Bali. Destination service will suggest visitors visit well-known tourist attractions in Bali and then help make arrangements. Destination service has also provided numerous tour packages which have been covered with front tickets to attractions, guides, transportation, and breakfast/lunch/dinner. In addition to providing tour programs, destination service also affords fast boat tickets to Lombok, Nusa Penida, Nusa Lembongan, and Gili Trawangan. Destination service is located on the first floor and near the hotel entrance. This service starts open from 9.30 AM - 8.00 PM.

15. Business Center

In the business center is provided one computer that has internet access and one printer that can be used by guests to print documents. It is located on the second floor close to the lobby. The business center is open for 24 hours.

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16. Shuttle Service

Shuttle Service is a free shuttle facility using buggy intended for guests who want to visit Kuta beach attractions and the Beachwalk Shopping Mall. The shuttle service schedule is as follows:

Table 4.3 Table of Shuttle Service's Operational
Source: Four Points By Sheraton Bali Kuta, 2021

Drop Time	Pick up Time
10.00 AM	10.30 AM
01.00 PM	01.30 PM
04.00 PM	04.30 PM
06.00 PM	07.00 PM

17. Hotel Transportation Service

This service is intended for guests who want to travel using a private car. Guests can choose to transfer one way to any tourist destination or use it hourly. The prices of the hotel are as follows:

Table 4.4 Table of Transfer One Way's Zone and Price
Source: Four Points By Sheraton Bali Kuta, 2021

Transfer One Way		
Zone 1	Kuta Area	Rp. 140.000
Zone 2	Seminyak, Kerobokan	Rp. 170.000
Zone 3	Jimbaran, Nusa Dua, Sanur, Benoa, Denpasar, Sawangan	Rp. 235.000
Zone 4	Ubud, Tanah Lot, Uluwatu, Gianyar, Mengwi	Rp. 310.000
Zone 5	Padang Bai, Kintamani, Candi Dasa, Besakih, Bedugul, Payangan, Tampaksiring, Tegallalang	Rp. 500.000
Zone 6	Gilimanuk, Singaraja, Amed, Tulamben	Rp. 1.000.000

Table 4.5 Table of Carter's Price
Source: Four Points By Sheraton Bali Kuta, 2021

Carter			
3 Hours	Rp. 300.000	Full-Day Charter (24 Hours)	Rp. 1.370.000
6 Hours	Rp. 600.000	Additional Hour	Rp. 110.000
8 Hours	Rp. 835.000	Airport Transfer	Rp. 170.000
12 Hours	Rp. 1.100.000		

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4.2 Research Results

4.2.1 Implementation of *Tri Hita Karana* at Four Points By Sheraton Bali Kuta

In this subchapter, the results of research regarding the application of *Tri Hita Karana* at the Four Points By Sheraton Bali Kuta will be discussed. The implementation of *Tri Hita Karana* is very important because *Tri Hita Karana* is the work axis of the Four Points By Sheraton Bali Kuta Hotel.

Tri Hita Karana is a concept that exists in Bali, where this concept is known as the knowledge that teaches humans to strive for a harmonious relationship with God, fellow humans, and the natural environment. The three harmonious relationships are believed to bring happiness, harmony, and harmony in this life. In the terminology of Hindu society, this is manifested in three elements, which are called *Parhyangan*, *Pawongan*, and *Palemahan*. *Parhyangan* is the relationship between humans and God, *Pawongan* is the relationship between humans and humans, and *Palemahan* is the relationship between humans and the environment.

The results of this study were taken from a questionnaire conducted by the hotel management Four Points By Sheraton Bali Kuta. In addition, to get more complete data, the author also conducted Focus Group Discussions with the management of Four Points By Sheraton Bali Kuta. Therefore, the authors make question guidelines. Data analysis began by conducting a meeting with the management of the Four Points By Sheraton Bali Kuta, Focus Group Discussions were conducted to find out clearly about the implementation of *Tri Hita Karana*, then the informants started filling out questionnaires. After the questionnaire was filled in, the writer made a table to summarize the results of the questionnaire from each indicator so that data presentation could be carried out to conclude. The writer analyze the data based on the average score per variable and divided them into five categories, which is:

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1,00 - 1,80 = Very Inappropriate

1,81 - 2,60 = Not Suitable

2,61 - 3,40 = Enough

3,41 - 4,20 = Fit/Accordance

4,21 - 5,00 = Very Suitable

Interval : $\frac{(maximum\ score - Minimum\ Score)}{Category}$

A more detailed explanation of the results and discussion of subchapter 4.2.1 is as follows:

1. Parhyangan

Table 4.6 Questionnaire Result for Parhyangan Indicator
Source: Research Result, 2022

No	Statement	1	2	3	4	5	Average	Criteria
1	The hotel has a sacred place (*Pura*) and is well maintained.	0	0	0	0	8	5	Very Suitable
2	The hotel applies religious values.	0	0	0	0	8	5	Very Suitable
3	The hotel contributes to the activities of the surrounding temple (*Khayangan Desa*).	0	0	0	0	8	5	Very Suitable
4	The hotel provides ample opportunity for its employees to carry out religious activities.	0	0	0	0	8	5	Very Suitable
5	Socialization of *Tri Hita Karana* to tourists staying at hotels.	0	0	0	3	5	4,63	Very Suitable
6	The hotel has someone responsible for daily prayer activities.	0	0	0	0	8	5	Very Suitable
7	In the hotel, there has a written program about religious activities / about *Tri Hita Karana*	0	0	0	0	8	5	Very Suitable
8	*Parhyangan* looks clean, and neat there are plants for praying and ornamental/green plants.	0	0	0	1	7	4,88	Very Suitable
Total							**4,93**	**Very Suitable**

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In Table 4.6, it can be seen that the *Parhyangan* indicator has a score value of 4,93. It can be stated that the implementation of *Parhyangan* at the Four Points By Sheraton Bali Kuta is very suitable. Of the eight existing indicators, there are only two indicators that do not get perfect scores. Namely, the statement Socialization of Tri Hita Karana for tourists staying at hotels, with a score of 4,63, and the statement *Parhyangan* looks clean and neat there are plants for praying and ornamental/green plants, with a score of 4,88. The high value of each of the statements above is under the results of focus group discussions with the managers of Four Points By Sheraton Bali Kuta. The managers stated that the implementation of Parhyangan at Four Points By Sheraton Bali Kuta was very good. And also Four Points By Sheraton Bali Kuta was able to apply every point contained in the Tri Hita Karana Award well. They have a place of worship that is not only for the majority, their place of worship is always well cared for, employees are always allowed to fulfill their religious obligations according to their respective beliefs, can socialize Tri Hita Karana or Balinese culture with guests who stay and can provide a positive impact on local communities related to religious activities.

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Below is a more detailed explanation of the *Parhyangan* indicator and its implementation at Four Points By Sheraton Bali Kuta:

a. The hotel has a sacred place (*Pura*) and is well maintained.

The hotel has a sacred place (*Pura*) and is well maintained, getting a score value of 5, and the criteria are very suitable. The hotel has a place of worship (*Pura*) consisting of *Padmasana* which is located on the sixth floor, to be precise near the Vertigo Rooftop Bar, and *Penunggun Karang* which is located at the back of the

hotel. These two temples have been around since the hotel was first built, and a *melaspas* ceremony has been carried out. The two temples are also cared for by cleaning them from moss and giving plants around them to make them look beautiful.

Figure 4.19 *Penunggun Karang* Temple
Source: Personal Documentary, 2022

Figure 4.20 *Padmasana* Temple
Source: Personal Documentary, 2022

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b. The hotel applies religious values.

The hotel applies religious values, getting a score value of 5, and the criteria are very suitable. In daily operational activities, Four Points by Sheraton Bali Kuta applies religious values, considering Four Points by Sheraton Bali Kuta applies the *Tri Hita Karana* concept. Things that are usually done as a form of implementing religious values at Four Points By Sheraton Bali Kuta include the hotel allowing its employees to carry out religious orders according to their respective beliefs, and mutual respect between religious communities. Another example is for Hindus, usually before work they will pray at the *padmasana* and the hotel's rock shelter.

And for other people, are welcome to carry out their worship according to their beliefs.

Figure 4.21 Prayers (*Piodalan*) for Hindu employees
Source: Four Points By Sheraton Bali Kuta, 2019

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c. The hotel contributes to the activities of the surrounding temple (*Khayangan Desa*).

The hotel contributes to the activities of the surrounding temple (*Khayangan Desa*), getting a score value of 5, which means Four Points By Sheraton Bali Kuta contributes to the activities of the surrounding temple (*Khayangan Desa*). Four Points By Sheraton Bali Kuta can provide a good contribution to activities at the local temple. Contributions given by the Four Points By Sheraton Bali Kuta are usually in the form of donating food or money (*dana punia*) for religious ceremonies at local temples.

Figure 4.22 donating food to police, and *Pecalang* at Kuta Village
Source: Four Points By Sheraton Bali Kuta, 2019

Figure 4.23 Donating (*Dana Punia*) activities at Muncak Sari Temple
Source: Four Points By Sheraton Bali Kuta, 2019

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d. The hotel provides ample opportunity for its employees to carry out religious activities.

The hotel provides ample opportunity for its employees to carry out religious activities, earning a score value of 5, which means Four Points By Sheraton Bali Kuta provides ample opportunity for its employees to carry out religious activities. At Four Points By Sheraton Bali Kuta, management provides an opportunity for its employees to carry out their religious activities. management has a work pattern to be able to provide full opportunities for employees to carry out their religious activities. The work pattern is made as fair as possible so that every employee can fulfill their religious obligations. Not only in certain religious

activities but also in daily prayer activities. For example, Hindus pray before work. Muslims are welcome to pray. For other religions, there is no evidence of implementation because the number of employees who are religious other than Hinduism and Muslims are few or even none. However, if it is deemed necessary, the hotel will cooperate with the nearest place of worship, so that employees can perform their worship.

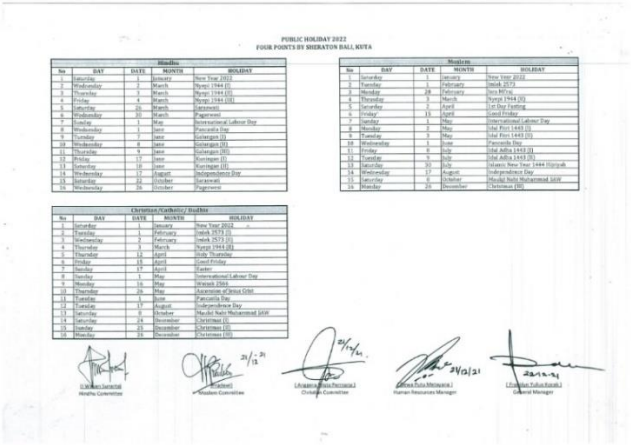

Figure 4.24 Public Holiday Calendar
Source: Four Points By Sheraton Bali Kuta, 2022

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Figure 4.25 HR Calendar
Source: Four Points By Sheraton Bali Kuta, 2022

e. Socialization of *Tri Hita Karana* to tourists staying at hotels.

Socialization of *Tri Hita Karana* for tourists staying at hotels earning score value of 4.63, which means there is a socialization of *Tri Hita Karana* at Four Points By Sheraton Bali Kuta. At Four Points by Sheraton Bali Kuta, employees introduce the concept of *Tri Hita Karana* to tourists at every opportunity. The hotel also has various ways to do socialization, one of which is by explaining the *Tri Hita Karana* placard or certificate located in the business center.

Figure 4.26 Information about *Tri Hita Karana* at Business Centre
Source: Personal Documentary, 2022

Figure 4.28 *Tri Hita Karana* Tourism Award 2018 Certificate
Source: Personal Documentary, 2022

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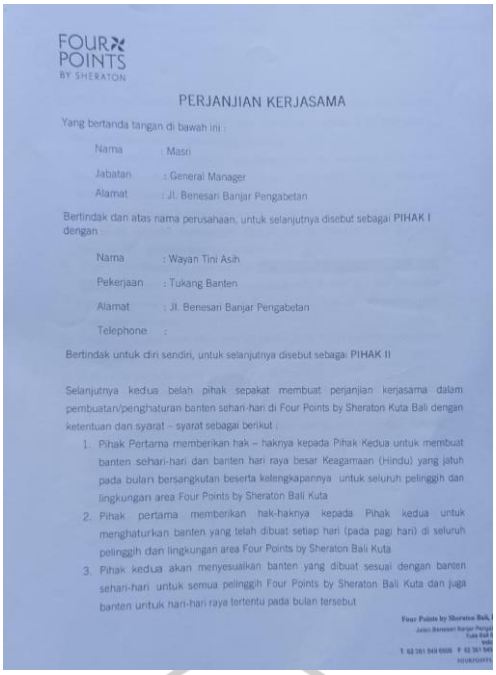
Figure 4.27 *Tri Hita Karana* Tourism Award 2017 Certificate
Source: Personal Documentary, 2022

Figure 4.29 *Tri Hita Karana* Award & Accreditation 2018 Certificate
Source: Personal Documentary, 2022

f. The hotel has someone responsible for daily prayer activities.

The hotel has someone responsible for the daily prayer activities which means Four Points By Sheraton Bali Kuta has someone responsible for daily prayers. At the Four Points by Sheraton Bali Kuta, especially for Hinduism, daily prayers are performed by local people who are employed by the hotel to perform daily prayers (*mebanten*). Usually, *mebanten* activities are carried out in the morning and the prayers that are usually carried out are *mebanten canang* and *saiban*. For Muslims, daily prayers are carried out independently. The hotel will permit employees who are Muslim to carry out their daily prayer activities.

Figure 4.30 Mrs. Tiniasih as person in charge for hindus daily prayer activities
Source: Four Points By Sheraton Bali Kuta, 2019



FOUR POINTS BY SHERATON

PERJANJIAN KERJASAMA

Yang bertanda tangan di bawah ini :

Nama : Masri

Jabatan : General Manager

Alamat : Jl. Benesari Banjar Pengabetan

Bertindak dan atas nama perusahaan, untuk selanjutnya disebut sebagai **PIHAK I** dengan :

Nama : Wayan Tini Asih

Pekerjaan : Tukang Banten

Alamat : Jl. Benesari Banjar Pengabetan

Telephone :

Bertindak untuk diri sendiri, untuk selanjutnya disebut sebagai **PIHAK II**

Selanjutnya kedua belah pihak sepakat membuat perjanjian kerjasama dalam pembuatan/penghaturan banten sehari-hari di Four Points by Sheraton Kuta Bali dengan ketentuan dan syarat – syarat sebagai berikut :

1. Pihak Pertama memberikan hak – haknya kepada Pihak Kedua untuk membuat banten sehari-hari dan banten hari raya besar Keagamaan (Hindu) yang jatuh pada bulan bersangkutan beserta kelengkapannya untuk seluruh pelinggih dan lingkungan area Four Points by Sheraton Bali Kuta
2. Pihak pertama memberikan hak-haknya kepada Pihak kedua untuk menghaturkan banten yang telah dibuat setiap hari (pada pagi hari) di seluruh pelinggih dan lingkungan area Four Points by Sheraton Bali Kuta
3. Pihak kedua akan menyesuaikan banten yang dibuat sesuai dengan banten sehari-hari untuk semua pelinggih Four Points by Sheraton Bali Kuta dan juga banten untuk hari-hari raya tertentu pada bulan tersebut

Four Points by Sheraton Bali,

Figure 4.31 Cooperation Agreement between Four Points By Sheraton Bali Kuta and Mrs. Tiniasih as the person in charge of daily religious ceremonies
Source: Four Points By Sheraton Bali Kuta, 2019

g. In the hotel, there has a written program about religious activities / about *Tri Hita Karana*

In the hotel, there has a written program about religious activities / about *Tri Hita Karana*, getting a score value of 5. At Four Points by Sheraton Bali Kuta, there is a written program about *Tri Hita Karana* in the business center. This article contains an explanation of the *Tri Hita Karana*.

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Figure 4.32 Information about *Tri Hita Karana* at Business Centre
Source: Personal Documentary, 2022

h. *Parhyangan* looks clean, and neat there are plants for praying and ornamental/green plants.

Parhyangan looks clean, and neat there are plants for praying and ornamental/green plants, getting a score value of 4,63. At the Four Points by Sheraton Bali Kuta Hotel, the *Padmasana* temple is well maintained, including the appeal or etiquette to enter the temple. Some plants can be used, either for prayers or as ornamental plants. While at the *Penunggun Karang* temple, the condition is also clean and tidy, including the procedure for entering the temple. Only sometimes a few times there is canang garbage piled up in the trash. And in the surrounding area, some plants can be used for prayer activities.

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Figure 4.33 The gardens around *Penunggun Karang* Temple
Source: Personal Documentary, 2022

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Figure 4.34 Gardens near *Padmasana*
Source: Personal Documentary, 2022

Based on the questionnaire result and the discussion per statement, it can be seen that the *Parhyangan* indicator has a score value of 4.91, which can be stated that the implementation of *Parhyangan* at the Four Points Hotel by Sheraton Bali Kuta is very good.

2. Pawongan

Table 4.7 Questionnaire Result for *Pawongan* Indicator
Source: Research Result, 2022

No	Statement	1	2	3	4	5	Average	Criteria
1	Hotels have artist's empowerment activities.	0	0	4	2	2	3,75	Fit/ Accordance
2	There is no conflict between the employee and the hotel spoiled party.	0	0	0	0	8	5	Very Suitable
3	The hotel has no difficulty resolving conflicts with the community.	0	0	0	0	8	5	Very Suitable
4	The hotel absorbs as much as possible the local workforce.	0	0	0	0	8	5	Very Suitable
5	Foreign countries working in this hotel should be as minimal as possible.	0	0	0	0	8	5	Very Suitable
6	The hotel has facilities for physically disabled travelers.	0	0	0	0	8	5	Very Suitable
7	In the past year, there has been no turnover of employees to other companies citing dissatisfaction.	0	0	0	0	8	5	Very Suitable
8	The hotel has and periodically implements occupational health and safety policies.	0	0	0	0	8	5	Very Suitable
9	The hotel rewards outstanding employees.	0	0	0	0	8	5	Very Suitable
10	Hotels provide guarantees for sick employees	0	0	0	0	8	5	Very Suitable
Total							**4,88**	**Very Suitable**

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In Table 4.7 it can be seen that the *Pawongan* indicator has a score value of 4,84. It can be stated that the implementation of *Pawongan* at the Four Points by

Sheraton Bali Kuta has been very good. Of the ten existing indicators, there is one indicator that does not get a perfect score. That is the statement that Hotels have artists empowering activities that get a score of 3,75. The high value of each of the statements above is following the results of Focus Group Discussions with the managers of Four Points By Sheraton Bali Kuta. The managers stated that the implementation of *Pawongan* at Four Points By Sheraton Bali Kuta was very good. And also Four Points By Sheraton Bali Kuta was able to improve the welfare of their employees. They can give appreciation and assurance to hotel employees, involve local communities in daily operational activities, can maintain relationships, either with employees or with local communities, and are also able to leave a positive impression on their employees.

There are several factors contained in the *Pawongan* indicators that can support statements in the *Pawongan* field, such as:

a. Hotels have artist's empowerment activities.

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Hotels have artists empowering activities, getting a score value of 3,75. At the Four Points Hotel by Sheraton Bali Kuta, there was an activity to empower artists. During the day, there will be dancers from the local community. They dance Balinese dances, such as the *Pendet* dance in the Wrapped Restaurant area as entertainment during the day. But now there are no activities that are directly aimed at empowering artists. This happens because of the Covid-19 Pandemic, where everyone has to implement physical distancing. What exists now is the hotel helps through other things or activities involving artists. For example, every six months during *odalan*, the hotel will contact the village to invite the village singer (*Seka*

Kidung). Another activity the hotel does to empower artists is ordering masks from local tailors. In addition, another example is when the Kuta Beach festival, the Four Points Hotel by Sheraton Bali Kuta invited the traditional Kuta village percussion *(Seka Tabuh)* to perform at the event.

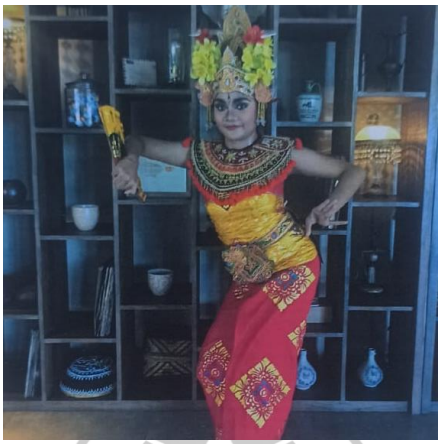

Figure 4.35 Balinese dancer at Afternoon Tea
Source: Four Points By Sheraton Bali Kuta, 2017

b. There is no conflict between the employee and the hotel management.

There is no conflict between the employee and the hotel spoiled party, getting a score value of 5. The management of the Four Points Hotel By Sheraton Bali Kuta has never had a problem with its employees over the past year. The management of Four Points By Sheraton Bali Kuta can maintain good relations with its employees.

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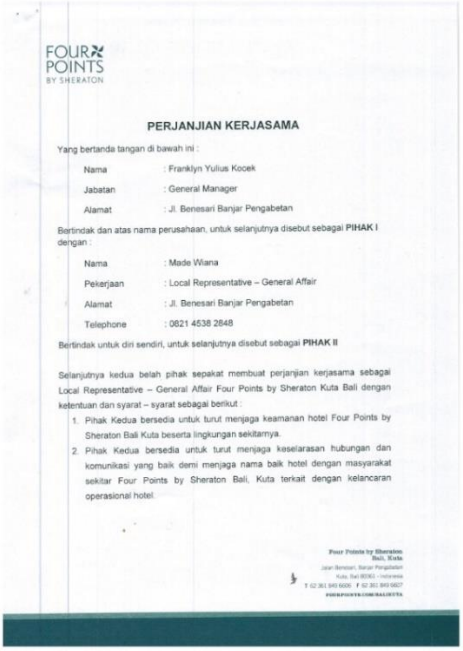
c. The hotel has no difficulty resolving conflicts with the community.

The hotel has no difficulty resolving conflicts with the community, getting a score value of 5. Four Points By Sheraton Bali Kuta has never had a problem with the local community. One of the reasons for the absence of conflict with society is that they have a general affair. The task of this general affair is to help communicate

to village officials or organizations, such as the LPM of Kuta village or the Bendesa adat of Kuta. For example, if the village has activities or the village needs hotel assistance, then the general affair will provide this information to the hotel. Vice versa, if the hotel has a problem with local staff, the information can be submitted to general affairs. However, if there is a problem that must be immediately known by the village officials or organization, then there is no need to provide information through a general affair.



FOUR POINTS BY SHERATON

PERJANJIAN KERJASAMA

Yang bertanda tangan di bawah ini :

Nama : Franklyn Yulius Kocek
Jabatan : General Manager
Alamat : Jl. Benesari Banjar Pengabetan

Bertindak dan atas nama perusahaan, untuk selanjutnya disebut sebagai **PIHAK I** dengan :

Nama : Made Wiana
Pekerjaan : Local Representative – General Affair
Alamat : Jl. Benesari Banjar Pengabetan
Telephone : 0821 4538 2848

Bertindak untuk diri sendiri, untuk selanjutnya disebut sebagai **PIHAK II**

Selanjutnya kedua belah pihak sepakat membuat perjanjian kerjasama sebagai Local Representative – General Affair Four Points by Sheraton Kuta Bali dengan ketentuan dan syarat – syarat sebagai berikut :

1. Pihak Kedua bersedia untuk turut menjaga keamanan hotel Four Points by Sheraton Bali Kuta beserta lingkungan sekitarnya.
2. Pihak Kedua bersedia untuk turut menjaga keselarasan hubungan dan komunikasi yang baik demi menjaga nama baik hotel dengan masyarakat sekitar Four Points by Sheraton Bali, Kuta terkait dengan kelancaran operasional hotel.

Four Points by Sheraton Bali, Kuta

Figure 4.36 Cooperation Agreement between Four Points By Sheraton Bali Kuta and Mr. Winia as Local Representative (General Affair)
Source: Four Points By Sheraton Bali Kuta, 2019

d. The hotel absorbs as much as possible the local workforce.

The hotel absorbs as much as possible of the local workforce, getting a score value of 5. From its inception until now, Hotel Four Points By Sheraton Bali Kuta has deeply involved local communities in its operational activities. One of the concrete actions of the above statement is to employ local people. As of 2022, all

employees working at the Four Points by Sheraton Bali Kuta Hotel are local employees, without any foreign nationals. At Four Points By Sheraton Bali Kuta Hotel, there are 60 of the total 72 (80%) are Balinese people and 15 of the total 60 Balinese employees (25%) are residents of the Kuta area. In the selection process of prospective workers, hotels prioritize local people over foreign applicants. However, local people who apply at the Four Points By Sheraton Bali Kuta hotel still have to go through the selection process following the applicable terms and conditions.

e. Expatriates in this hotel should be as minimal as possible.

Expatriates in this hotel should be as minimal as possible, getting a score value of 5. Since the Four Points By Sheraton Bali Kuta was opened until now, the management has only employed one foreign national. However, since January 2016, the management has never employed foreigners.

f. The hotel has facilities for physically disabled travelers.

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The hotel has facilities for physically disabled travelers, getting a score value of 5. At the Four Points By Sheraton Bali Kuta, there are room types made specifically for guests with disabilities. This room is an accessible room located on the third floor. The position of this room is quite close to the elevator, so it doesn't make it difficult for guests with disabilities to walk to the room. In addition, in the bathroom, the sink is intentionally made lower and there is no bathtub in the bathroom. It aims to make it easier for guests who have to use a wheelchair.

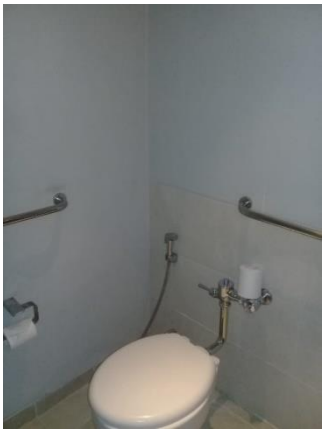

Figure 4.37 Accessible Room's Toilet
Source: Personal Documentary, 2022

Figure 4.38 Accessible Room's Shower
Source: Personal Documentary, 2022

In addition to rooms, other facilities at Four Points By Sheraton Bali Kuta to help guests with disabilities are wheelchairs, crutches, and canes that can be used for guests who have health problems. Guests can use a wheelchair during their stay at the Four Points Hotel By Sheraton Bali Kuta. In addition, there is a special area for people with disabilities, to be precise in the hotel lobby area. This area can be used for guests who use wheelchairs.

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Figure 4.39 Wheelchair
Source: Four Points By Sheraton Bali Kuta, 2019

Figure 4.40 Canes
Source: Four Points By Sheraton Bali Kuta, 2019

Other facilities owned by Four Points By Sheraton Bali Kuta are special bathroom facilities for people with disabilities. This bathroom is located on the second floor, right next to the Wrapped Restaurant and business center. This bathroom is not much different from the bathroom in the accessible room. This bathroom has a toilet and sink that are positioned lower, to make it easier for guests who use wheelchairs.

Figure 4.41 Accessible Toilet
Source: Personal Documentary, 2022

g. In the past year, there has been no turnover of employees to other companies citing dissatisfaction.

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In the past year, there has been no turnover of employees to other companies citing dissatisfaction, getting a score value of 5. At the Four Points by Sheraton Bali Kuta hotel, it is very rare for employees to be fired due to dissatisfaction. Usually, employees move to find a higher position in another hotel. However, in the past year, there has been no turnover due to dissatisfaction. But at the beginning of 2020, many employees have been laid off due to the COVID-19 pandemic. But since 2022, all the employees are back for work for the hotel.

h. The hotel has and periodically implements occupational health and safety policies.

The hotel has and periodically implements occupational health and safety policies, getting a score value of 5. At the Four Points By Sheraton Bali Kuta, management always holds training on occupational safety and health (OHS). Hotel also has a written program and OHS training is carried out periodically. The training carried out included first aid training, tsunami, earthquake, emergency calls, and fires. This training is held every month.

Figure 4.42 Chemical Training by Ecolab
Source: Four Points By Sheraton Bali Kuta, 2019

i. The hotel rewards outstanding employees.

JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

The hotel rewards outstanding employees, getting a score value of 5. The management of Four Points By Sheraton Bali Kuta always gives awards to their employees through awards which are held every 3 months. This award consists of the employee of the quarter, supervisor of the quarter, and manager of the quarter. And at the end of the year, the management held an annual award activity consisting of the employee of the year, supervisor of the year, manager of the year, best department, and highest improvement training hours. In addition to routine hotel management activities, awards are also given during Associate Appreciation Week (AAW). AAW is recognition week which is the obligation of all Marriott properties

around the world. AAW activities are in the form of appreciation and gratitude to all employees for their performance over the past year.

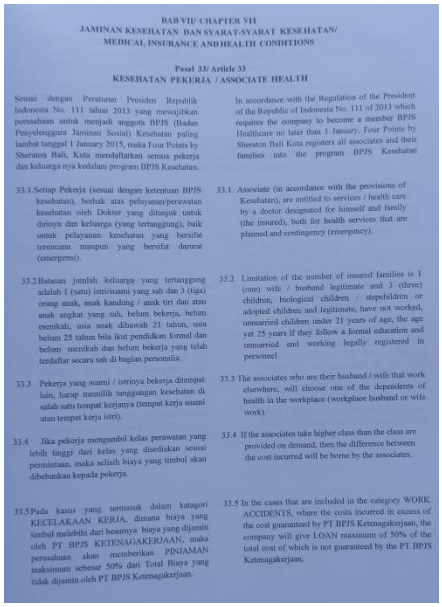
Figure 4.43 Submission of certificate to employees at AAW 2022
Source: Four Points By Sheraton Bali Kuta, 2022

Figure 4.44 Submission of certificate to employees at AAW 2022
Source: Four Points By Sheraton Bali Kuta, 2022

j. Hotels provide guarantees for sick employees.

Hotels provide guarantees for sick employees, getting a score value of 5. At the hotel Four Points By Sheraton Bali Kuta, the management has facilitated sick employees with BPJS health and there is also a clinic for employees. The hotel also provides leave when they are sick and has rules regarding this.

JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI



BAB VII/ CHAPTER VII
JAMINAN KESEHATAN DAN SYARAT-SYARAT KESEHATAN/
MEDICAL INSURANCE AND HEALTH CONDITIONS

Pasal 33/ Article 33
KESEHATAN PEKERJA / ASSOCIATE HEALTH

Sesuai dengan Peraturan Presiden Republik Indonesia No. 111 tahun 2013 yang mewajibkan perusahaan untuk menjadi anggota BPJS (Badan Penyelenggara Jaminan Sosial) Kesehatan paling lambat tanggal 1 January 2015, maka Four Points by Sheraton Bali, Kuta mendaftarkan semua pekerja dan keluarga nya kedalam program BPJS Kesehatan.

In accordance with the Regulation of the President of the Republic of Indonesia No. 111 of 2013 which requires the company to become a member BPJS Healthcare no later than 1 January, Four Points by Sheraton Bali Kuta registers all associates and their families into the program BPJS Kesehatan

33.1. Setiap Pekerja (sesuai dengan ketentuan BPJS kesehatan), berhak atas pelayanan/perawatan kesehatan oleh Dokter yang ditunjuk untuk dirinya dan keluarga (yang tertanggung), baik untuk pelayanan kesehatan yang bersifat terencana maupun yang bersifat darurat (emergensi).

33.1. Associate (in accordance with the provisions of Kesehatan), are entitled to services / health care by a doctor designated for himself and family (the insured), both for health services that are planned and contingency (emergency).

33.2 Batasan jumlah keluarga yang tertanggung adalah 1 (satu) istri/suami yang sah dan 3 (tiga) orang anak, anak kandung / anak tiri dan atau anak angkat yang sah, belum bekerja, belum menikah, usia anak dibawah 21 tahun, usia belum 25 tahun bila ikut pendidkan formal dan belum menikah dan belum bekerja yang telah terdaftar secara sah di bagian personalia.

33.2 Limitation of the number of insured families is 1 (one) wife / husband legitimate and 3 (three) children, biological children / stepchildren or adopted children and legitimate, have not worked, unmarried children under 21 years of age, the age yet 25 years if they follow a formal education and unmarried and working legally registered in personnel

33.3 Pekerja yang suami / istrinya bekerja ditempat lain, harap memilih tanggungan kesehatan di salah satu tempat kerjanya (tempat kerja suami atau tempat kerja istri).

33.3 The associates who are their husband / wife that work elsewhere, will choose one of the dependents of health in the workplace (workplace husband or wife work).

33.4 Jika pekerja mengambil kelas perawatan yang lebih tinggi dari kelas yang disediakan sesuai permintaan, maka selisih biaya yang timbul akan dibebankan kepada pekerja.

33.4 If the associates take higher class than the class are provided on demand, then the difference between the cost incurred will be borne by the associates.

33.5 Pada kasus yang termasuk dalam katagori KECELAKAAN KERJA, dimana biaya yang timbul melebihi dari besarnya biaya yang dijamin oleh PT BPJS KETENAGAKERJAAN, maka perusahaan akan memberikan PINJAMAN maksimum sebesar 50% dari Total Biaya yang tidak dijamin oleh PT BPJS Ketenagakerjaan.

33.5 In the cases that are included in the category WORK ACCIDENTS, where the costs incurred in excess of the cost guaranteed by PT BPJS Ketenagakerjaan, the company will give LOAN maximum of 50% of the total cost of which is not guaranteed by the PT BPJS Ketenagakerjaan.

Figure 4.45 SOPs about medical insurance and health condition
Source: Four Points By Sheraton Bali Kuta, 2019

Based on the questionnaire result and the discussion per statement, it can be seen that the *Pawongan* indicator has a score value of 4,84, which can be stated that the implementation of *Pawongan* at the Four Points Hotel by Sheraton Bali Kuta is very good.

JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

3. Palemahan

Table 4. 8 Questionnaire Result for *Palemahan* Indicator
Source: Research Result, 2022

No	Statement	1	2	3	4	5	Average	Criteria
1	The hotel can handle waste well and minimize the production of waste thrown into the environment.	0	0	0	0	8	5	Very Suitable
2	The hotel has a program for saving and preserving the environment.	0	0	0	0	8	5	Very Suitable

3	Hotels use the land efficiently and do land conservation well.	0	0	0	0	8	5	Very Suitable
4	The hotel has no conflicts related to the environmental field.	0	0	0	0	8	5	Very Suitable
5	The hotel has good sanitation and environmental hygiene.	0	0	0	1	7	4,88	Very Suitable
6	The hotel environment has a high diversity of flora.	0	0	1	4	3	4,25	Very Suitable
7	The hotel can handle toxic hazardous materials well.	0	0	0	0	8	5	Very Suitable
8	The hotel makes use of 100% biodegradable cleaning chemicals.	0	0	1	2	5	4,5	Very Suitable
9	The hotel uses water efficiently.	0	0	0	0	8	5	Very Suitable
10	Hotels efficiently utilize energy.	0	0	0	1	7	4,88	Very Suitable
Total							**4,85**	**Very Suitable**

In Table 4.8 it can be seen that the *Palemahan* indicator has a score value of 4,85, which can be stated that the implementation of *Palemahan* at the Four Points Hotel by Sheraton Bali Kuta is very good. Of the ten existing indicators, four indicators do not get perfect scores. Namely the statement The hotel has good sanitation and environmental hygiene (4,88), The hotel environment has a high diversity of flora (4,25), The hotel makes use of 100% biodegradable cleaning chemicals (4,5), and Hotels efficiently utilize energy (4,88). The high value of each of the statements above is following the results of Focus Group Discussions with the managers of Four Points By Sheraton Bali Kuta. The managers stated that the implementation of *Palemahan* at Four Points By Sheraton Bali Kuta was very good. And also Four Points By Sheraton Bali Kuta was able to be directly involved in

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efforts to preserve and save the environment, green the hotel area, use and handle chemicals properly, and be able to save their resources for the sustainability of the hotel and the surrounding environment.

There are several factors contained in the *Palemahan* indicators that can support statements in the *Palemahan* field, such as:

1. The hotel can handle waste well and minimize the production of waste thrown into the environment.

The hotel can handle waste well and minimize the production of waste thrown into the environment, getting a score value of 5. Four Points By Sheraton Bali Kuta can process their operational waste well, due to the collaboration they have with Asri Karya. Asri Karya is a waste vendor who has collaborated with the Four Points By Sheraton Bali Kuta. In the process, the hotel will separate organic and inorganic waste. Inorganic waste will be separated again in the form of cans/packaging, paper, bottles, and plastic for processing (Reuse, Recycle, Recovery), while organic waste will be utilized and composted. The processing of the two types of waste is carried out by Asri Karya as the waste vendor.

JURUSAN PARIWISATA
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Figure 4.46 Wet garbage dump
Source: Four Points By Sheraton Bali Kuta, 2019

Figure 4.47 Dry garbage dump
Source: Four Points By Sheraton Bali Kuta, 2019

2. The hotel has a program for saving and preserving the environment.

The hotel has a program for saving and preserving the environment, getting a score value of 5. Hotel Four Points by Sheraton Bali Kuta has a program of saving and preserving the environment that is carried out consistently. One of the programs is the cleaning activity of the Kuta beach. This activity is routinely held every year as a concrete action at the Four Points Hotel By Sheraton Bali Kuta in saving and preserving the environment.

Figure 4.48 Cleaning Beach at Kuta Beach
Source: Four Points By Sheraton Bali Kuta, 2022

Figure 4.49 Cleaning Beach at Kuta Beach
Source: Four Points By Sheraton Bali Kuta, 2022

POLITEKNIK NEGERI BALI

3. Hotels use the land efficiently and do land conservation well.

Hotels use the land efficiently and do land conservation well, getting a score value of 5. Hotel Four Points By Sheraton Bali Kuta can make good use of the existing land, following the layout, the basic building coefficient (KDB), and implementing the principles of land conservation. For example, near *Penunggun Karang*, there is a small garden containing plants that can be used for hotel

operations. Other land uses are in the concierge area, there are also ornamental plants to beautify the area. Then on the second floor, precisely in front of the deluxe lagoon view type room. Other uses are also seen in the Rooftop Vertigo Pool&Bar Area, where there is a place for an orchid plant.

Figure 4.50 Garden at Wrapped Restaurant
Source: Personal Documentary, 2022

Figure 4.51 Plants and trees at Lagoon Pool
Source: Personal Documentary, 2022

JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

Figure 4.52 Plants at Vertigo Rooftop&Bar
Source: Personal Documentary, 2022

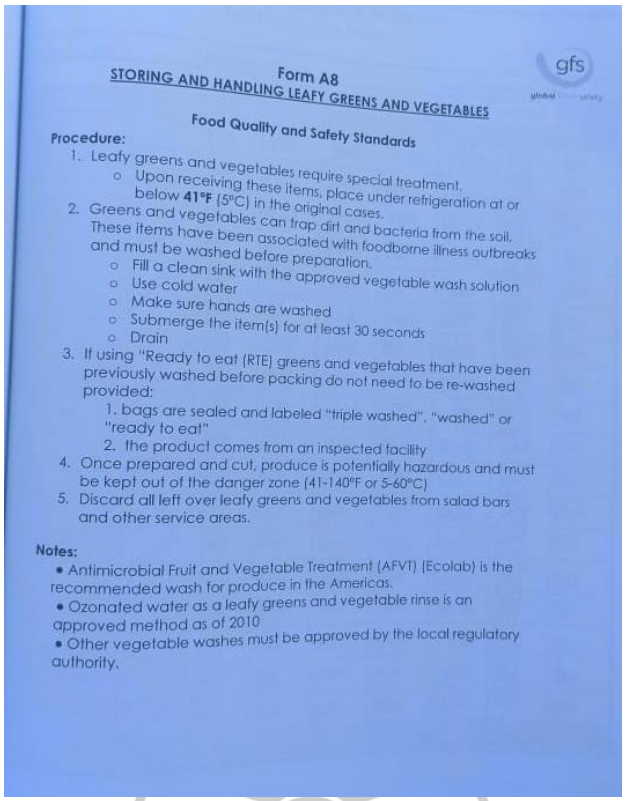
4. The hotel has no conflicts related to the environmental field.

The hotel has no conflicts related to the environmental field, getting a score value of 5 Four Points By Sheraton Bali Kuta has never had any problems related to the surrounding environment, either internal or external conflicts. This is because the Four Points By Sheraton Bali Kuta hotel has good waste management, both operational waste and water waste management. In addition, another reason that causes the absence of environmental-related conflicts is the role of general affairs. General affairs provide information from the hotel to the public in any case.

5. The hotel has good sanitation and environmental hygiene.

The hotel has good sanitation and environmental hygiene, getting a score value of 4,88. Four Points By Sheraton Bali Kuta has good sanitation and hygiene. The hotel has a standard operating procedure (SOP) for food handling, storage, and handling of green vegetables that comply with Marriott's standards. In addition, Four Points By Sheraton Bali Kuta conducts routine checks related to sanitation and hygiene. including inspection of water, food handlers, raw materials, production rooms and equipment, and sanitation and hygiene management systems.

JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI



Form A8

STORING AND HANDLING LEAFY GREENS AND VEGETABLES

Food Quality and Safety Standards

Procedure:

1. Leafy greens and vegetables require special treatment.
   - Upon receiving these items, place under refrigeration at or below **41°F** (5°C) in the original cases.
2. Greens and vegetables can trap dirt and bacteria from the soil. These items have been associated with foodborne illness outbreaks and must be washed before preparation.
   - Fill a clean sink with the approved vegetable wash solution
   - Use cold water
   - Make sure hands are washed
   - Submerge the item(s) for at least 30 seconds
   - Drain
3. If using "Ready to eat (RTE) greens and vegetables that have been previously washed before packing do not need to be re-washed provided:
   1. bags are sealed and labeled "triple washed", "washed" or "ready to eat"
   2. the product comes from an inspected facility
4. Once prepared and cut, produce is potentially hazardous and must be kept out of the danger zone (41-140°F or 5-60°C)
5. Discard all left over leafy greens and vegetables from salad bars and other service areas.

Notes:

- Antimicrobial Fruit and Vegetable Treatment (AFVT) (Ecolab) is the recommended wash for produce in the Americas.
- Ozonated water as a leafy greens and vegetable rinse is an approved method as of 2010
- Other vegetable washes must be approved by the local regulatory authority.

Figure 4.53 Form A8 Storing and Handling Leafy Greens and Vegetables
Source: Four Points By Sheraton Bali Kuta, 2019

6. The hotel environment has a high diversity of flora.

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The hotel environment has a high diversity of flora, getting a score value of 4,25. The types of plants at the Four Points by Sheraton Bali Kuta are quite diverse, from medicinal plants, rare/protected plants, and ornamental plants, to plants that can be used for hotel operations. The location also is very versatile. The plants are in front of the deluxe lagoon view rooms, in the concierge area, business center, next to best brew, Vertigo Rooftop & Bar, and in front of the rooms on the first floor (Deluxe Lagoon Access and first-floor Deluxe Pool View).

Table 4. 9 Table of plants in the area of *Penunggun Karang* at Four Points By Sheraton Bali Kuta
Source: Four Points By Sheraton Bali Kuta, 2019

No	Plants	Amount	Unit
1	Spider Lely	360	Pcs
2	Pisang Kodok	51	Pcs
3	Pucuk Merah	30	Pcs
4	Bunga Kencana (Ruellia)	275	Pcs
5	Sikas	6	Pcs
6	Anggrek Bandung	20	Pcs
7	Kembang Sepatu	6	Pcs
8	Tri Color	51	Pcs
9	Puring Ketapang	83	Pcs
10	Talas	5	Pcs
11	Kamboja (Jepun)	4	Pcs
12	Nanas	3	Pcs
13	Sirih	1	Wall
14	Palem Sadeng	4	Tree
15	Jahe Hitam	1	Tree
16	Mangga Kuweni	1	Tree
17	Belimbing Wuluh	1	Tree
18	Mengkudu	1	Tree
19	Delima Putih	1	Tree
20	Beluntas	1	Tree
21	Sambung Nyawa	1	Tree
22	Delima Hitam	1	Tree
23	Jambu Biji	1	Tree
Total		908	Plants

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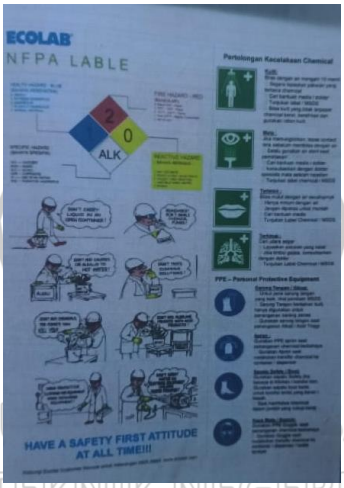
Figure 4.54 Vertigo Rooftop&Bar Area
Source: Personal Documentary, 2022

7. The hotel can handle toxic hazardous materials well.

The hotel can handle toxic hazardous materials well, getting a score value of 5. Four Points Hotel By Sheraton Bali Kuta has procedures for managing toxic hazardous materials. The hotel has a toxic hazardous materials storage area, storage procedures, Material Safety Data Sheet (MSDS), Labeling/signage, emergency response SOPs, and personal protective equipment. In addition, the hotel always provides training for employees regarding the chemicals used by the hotel for its operational activities.



JURUSAN AKUNTANSI
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Figure 4.55 NPFA Lable
Source: Four Points By Sheraton Bali Kuta, 2019

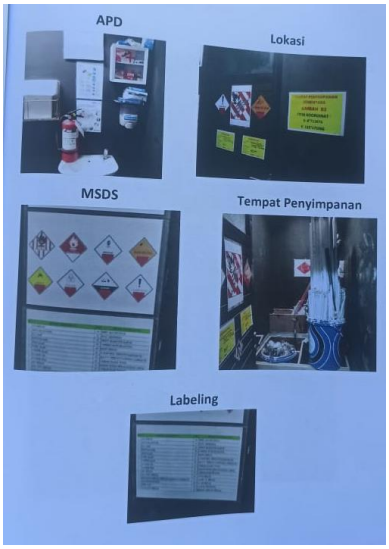

Figure 4.56 Toxic hazardous materials waste equipment
Source: Four Points By Sheraton Bali Kuta, 2019

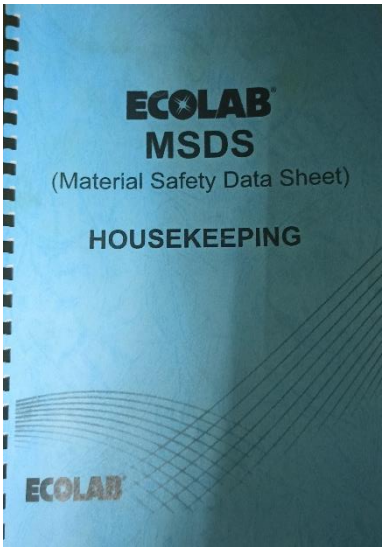

Figure 4.57 Material Safety Data Sheet
Source: Four Points By Sheraton Bali Kuta, 2019

8. The hotel makes use of 100% biodegradable cleaning chemicals.

The hotel makes use of 100% biodegradable cleaning chemicals, getting a score value of 4,5. Based on observations made, almost all cleaning chemicals used by the Four Points Hotel by Sheraton Bali Kuta are biodegradable. Before the COVID-19 pandemic, the Four Points Hotel by Sheraton Bali Kuta used 100% biodegradable cleaning chemicals. However, the COVID-19 pandemic, which caused hotel finances to decline, and the price of biodegradable cleaning chemicals which were quite expensive, caused the hotel to finally decide to mix non-biodegradable cleaning chemicals with biodegradable cleaning chemicals.

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Figure 4.58 Cleaning Chemical Ecolab
Source: Personal Documentary, 2022

Figure 4.59 Wastafel for self-cleaning
Source: Personal Documentary, 2022

Figure 4.60 Cleaning Chemical Equipment
Source: Personal Documentary, 2022

SAN PARIW
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Figure 4.61 Cleaning Chemical Ecolab
Source: Personal Documentary, 2022

Figure 4.62 Cleaning Chemical Calmic
Source: Personal Documentary, 2022

9. The hotel uses water efficiently.

The hotel uses water efficiently, getting a score value of 5. At the Four Points Hotel by Sheraton Bali Kuta, water usage is quite economical. That is a maximum of 650 liters/person/day. Hotel Four Points by Sheraton Bali Kuta also conducts inspections by checking the water every day.

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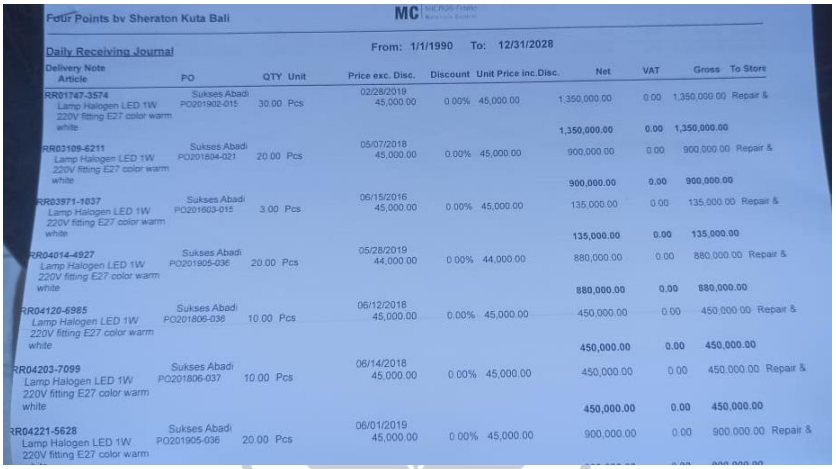
Figure 4.63 Certificate for engineering department for water saving
Source: Four Points By Sheraton Bali Kuta, 2019

10. Hotels efficiently utilize energy.

Hotels efficiently utilize energy, getting a score value of 4,88. Hotel Four Points by Sheraton Bali Kuta uses processes (setting the power on and off) and energy-saving devices (using energy-saving light bulbs). Its use is always recorded and evaluated regularly.



Four Points by Sheraton Kuta Bali

Daily Receiving Journal — From: 1/1/1990 To: 12/31/2028

Delivery Note / Article	PO	QTY	Unit	Price exc. Disc.	Discount	Unit Price inc.Disc.	Net	VAT	Gross	To Store
RR01747-3574 Lamp Halogen LED 1W 220V fitting E27 color warm white	Sukses Abadi PO201902-015	30.00	Pcs	02/28/2019 45,000.00	0.00%	45,000.00	1,350,000.00	0.00	1,350,000.00	Repair &
							1,350,000.00	0.00	1,350,000.00	
RR03109-6211 Lamp Halogen LED 1W 220V fitting E27 color warm white	Sukses Abadi PO201804-021	20.00	Pcs	05/07/2018 45,000.00	0.00%	45,000.00	900,000.00	0.00	900,000.00	Repair &
							900,000.00	0.00	900,000.00	
RR03971-1037 Lamp Halogen LED 1W 220V fitting E27 color warm white	Sukses Abadi PO201603-015	3.00	Pcs	06/15/2016 45,000.00	0.00%	45,000.00	135,000.00	0.00	135,000.00	Repair &
							135,000.00	0.00	135,000.00	
RR04014-4927 Lamp Halogen LED 1W 220V fitting E27 color warm white	Sukses Abadi PO201905-036	20.00	Pcs	05/28/2019 44,000.00	0.00%	44,000.00	880,000.00	0.00	880,000.00	Repair &
							880,000.00	0.00	880,000.00	
RR04120-6985 Lamp Halogen LED 1W 220V fitting E27 color warm white	Sukses Abadi PO201806-036	10.00	Pcs	06/12/2018 45,000.00	0.00%	45,000.00	450,000.00	0.00	450,000.00	Repair &
							450,000.00	0.00	450,000.00	
RR04203-7099 Lamp Halogen LED 1W 220V fitting E27 color warm white	Sukses Abadi PO201806-037	10.00	Pcs	06/14/2018 45,000.00	0.00%	45,000.00	450,000.00	0.00	450,000.00	Repair &
							450,000.00	0.00	450,000.00	
RR04221-5628 Lamp Halogen LED 1W 220V fitting E27 color warm	Sukses Abadi PO201905-036	20.00	Pcs	06/01/2019 45,000.00	0.00%	45,000.00	900,000.00	0.00	900,000.00	Repair &

Figure 4.64 Daily Receiving Journal
Source: Four Points By Sheraton Bali Kuta, 2019

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Based on the questionnaire result and the discussion per statement, it can be seen that the *Palemahan* indicator has a score value of 4.85, which can be stated that the implementation of *Palemahan* at the Four Points Hotel by Sheraton Bali Kuta is very good.

Table 4.10 Result of Questionnaire of *Tri Hita Karana*
Source: Research Result, 2022

No	Indicator	Score	Criteria
1	*Parhyangan*	4,93	Very Suitable
2	*Pawongan*	4,88	Very Suitable
3	*Palemahan*	4,85	Very Suitable
Average		**4,89**	**Very Suitable**

Based on the result of the twenty-eight statement and the discussions about *Tri Hita Karana*, it can be said that the implementation of *Tri Hita Karana* at Four

Points By Sheraton Bali Kuta is very suitable, with a total score value is 4,89. The details of the *Parhyangan* indicator getting a total score of 4.93, *Pawongan* indicator getting a total score of 4.88, and *Palemahan* indicator getting a total score of 4.85. The three indicators get very suitable criteria.

4.2.2 Model of implementations of *Tri Hita Karana* at Four Points By Sheraton Bali Kuta

In this subchapter, the writer will discuss the implementation model of Tri Hita Karana at Four Points By Sheraton Bali Kuta. The implementation model is made based on the questionnaire in section 4.2.1, observation at Four Points By Sheraton Bali Kuta, and some literature studies. As for the implementation model of Tri Hita Karana at Four Points By Sheraton Bali Kuta, it is as follows:

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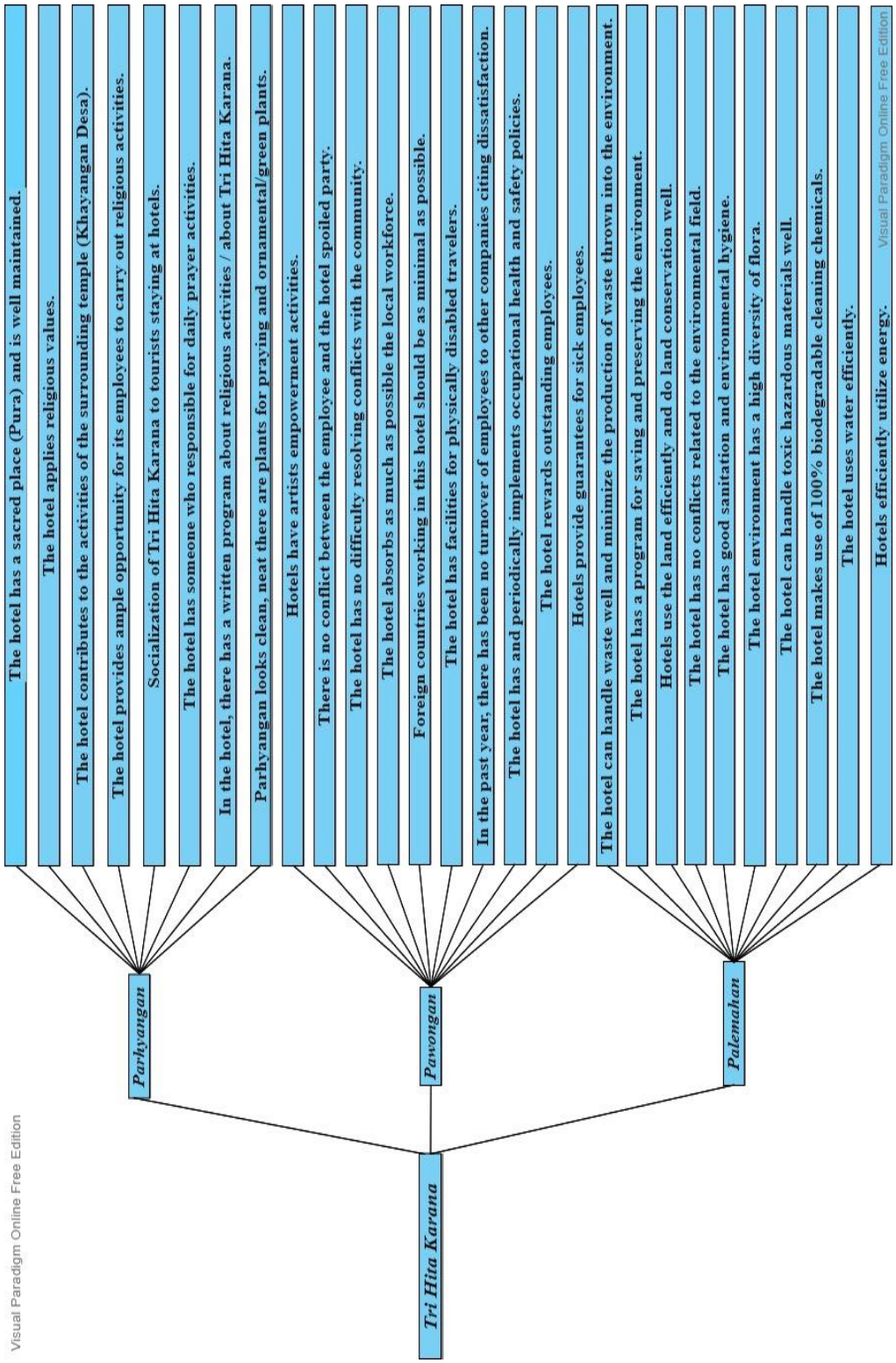

Figure 4.65 Implementation Model of *Tri Hita Karana*
Source: Research Result, 2022

4.2.3 Connection Between *Tri Hita Karana* and Sustainable Tourism at Four Points By Sheraton Bali Kuta

In this subchapter, we will discuss the connection of the Tri Hita Karana with sustainable tourism. This connection can be concluded through the questionnaire and also the results of the discussion in section 4.2.2 regarding the model of implementations of Tri Hita Karana at Four Points By Sheraton Bali Kuta. The results of the questionnaire for section 4.2.3 are as follows:

Table 4.11 Result of questionnaire about *Tri Hita Karana* as a guideline to sustainale tourism
Source: Personal Documentary, 2022, 2022

No	Statement	1	2	3	4	5	Total	Criteria
Social Sustainability Indicator (Sustaining Cultural Assets)								
1	The hotel has a sacred place (*Pura*) and is well maintained for sustaining cultural assets.	0	0	0	0	8	5	Very Suitable
2	To maintain the local culture, the hotel applies religious values in its management and operational	0	0	0	0	8	5	Very Suitable
3	To maintain the local culture, the hotel socializes about *Tri Hita Karana* to staying guests.	0	0	0	0	8	5	Very Suitable
4	To maintain the local culture, the hotel has a written program about religious activities / about *Tri Hita Karana*	0	0	0	0	8	5	Very Suitable
5	To maintain the local culture, *Pura* looks clean, and neat there are plants for praying and ornamental/green plants.	0	0	0	2	6	4,75	Very Suitable
6	The hotel contributes to sustaining local culture by participating in activities at the surrounding temple (*Khayangan Desa*).	0	0	0	0	8	5	Very Suitable
Social Sustainability Indicator (Community Participation)								
7	The hotel engages the local community to have a responsibility for the daily religious ceremonies.	0	0	0	0	8	5	Very Suitable
8	Hotels have activities to empower local artists.	0	0	2	3	3	4,13	Very Suitable

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9	The hotel collaborates with local communities to absorb as much as possible the local workforce.	0	0	0	0	8	5	Very Suitable
10	Community help hotels provide facilities for physically disabled travelers.	0	0	0	0	8	5	Very Suitable
Social Sustainability Indicator (Community Attitudes)								
11	The hotel has no difficulty resolving conflicts with the local community	0	0	0	0	8	5	Very Suitable
Economic Sustainability Indicator (Employment)								
12	The hotel permits its employees to carry out religious activities.	0	0	0	0	8	5	Very Suitable
13	The hotel has few or no foreign employees.	0	0	0	0	8	5	Very Suitable
14	In the past year, hotels don't have employment problems (there has been no turnover of employees to other companies citing dissatisfaction).	0	0	0	0	8	5	Very Suitable
15	The hotel has and periodically implements occupational health and safety policies for all the employees	0	0	0	0	8	5	Very Suitable
16	The hotel rewards outstanding employees regularly	0	0	0	0	8	5	Very Suitable
17	In the employment policy applied by hotel management, hotels provide guarantees for sick employees	0	0	0	0	8	5	Very Suitable
Economic Sustainability Indicator (Wage Policies)								
18	There is no conflict between the employee and the hotel management party about wage policies	0	0	0	0	8	5	Very Suitable
Environmental Sustainability Indicator (Protection of Valuable Natural Assets)								
19	The hotel has a program of saving and preserving the environment by protecting valuable natural assets	0	0	0	0	8	5	Very Suitable
20	The hotel environment has a high diversity of flora for protecting and maintaining natural assets	0	0	0	2	6	4,75	Very Suitable
21	To protect natural assets, the hotel makes use of 100% biodegradable cleaning chemicals.	0	0	0	1	7	4,88	Very Suitable
22	The hotel can manage and handle toxic hazardous materials well, so it can't damage natural assets	0	0	0	0	8	5	Very Suitable
Environmental Sustainability Indicator (Managing Natural Resource)								

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23	Hotels manage their land efficiently and do land conservation well.	0	0	0	1	7	4,88	Very Suitable
24	The hotel can manage natural resources (water) efficiently.	0	0	0	0	8	5	Very Suitable
25	Hotels can manage their energy usage efficiently	0	0	0	0	8	5	Very Suitable
Environmental Sustainability Indicator (Limiting Impact of Tourism Activity)								
26	To limit the impact of tourism activity, the hotel can handle their waste well and minimize the production of waste thrown into the environment.	0	0	0	0	8	5	Very Suitable
27	The hotel has no conflicts related to the impact of tourism activity on the environment.	0	0	0	0	8	5	Very Suitable
28	The hotel has good sanitation and environmental hygiene so that it doesn't have an impact on the environment.	0	0	0	1	7	4,88	Very Suitable
Total							**4,94**	**Very Suitable**

In table 4.11, it can be seen that the total result of the questionnaire has a score value of 4,9. It can be stated that management at Four Points By Sheraton Bali Kuta agrees that *Tri Hita Karana* is very suitable to be used as a guideline for sustainable tourism, and it is following the reality at Four Points By Sheraton Bali Kuta. Of the all existing indicators, six indicators do not get perfect scores. Namely the statement To maintain the local culture, *Pura* looks clean and neat there are plants for praying and ornamental/green plants. (4,75), Hotels have activities to empower local artists. (4,13), The hotel environment has a high diversity of flora for protecting and maintaining natural assets (4,75), To protect natural assets, the hotel makes use of 100% biodegradable cleaning chemicals (4,88), Hotels manage their land efficiently and do land conservation well (4,88), The hotel has good sanitation

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and environmental hygiene so that it doesn't have an impact on the environment (4,88).

Based on the results of the questionnaire above, as well as the discussion of subchapter 4.2.2, it can be concluded that a model of the relationship between Tri Hita Karana and sustainable tourism at Four Points By Sheraton Bali Kuta, is as follows:

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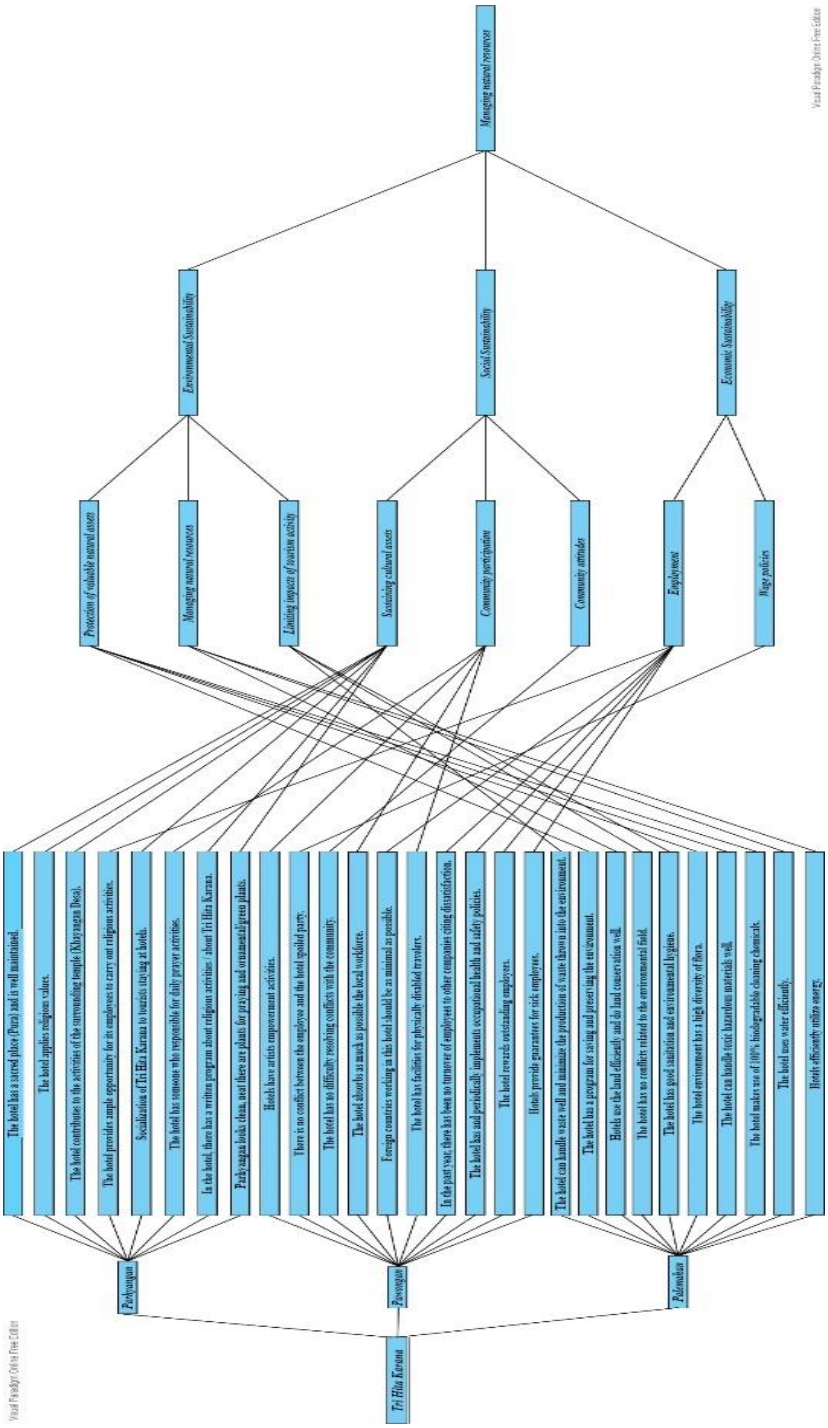

Figure 4.66 Relationship model of *Tri Hita Karana* and sustainable tourism
Source: Research Result, 2022

From the relationship model above, it can be seen that each sub-indicator of Tri Hita Karana is related to the sub-indicator of sustainable tourism. The division of the relationship between Tri Hita Karana and sustainable tourism is as follows:

1. The Sustaining Cultural Assets sub-indicator is linked to the six *Tri Hita Karana* sub-indicators. Namely, The hotel has a sacred place (*Pura*) and is well maintained, The hotel applies religious values, The hotel contributes to the activities of the surrounding temple (*Khayangan Desa*), Socialization of *Tri Hita Karana* for tourists staying at hotels, In the hotel, there has a written program about religious activities / about *Tri Hita Karana*, and *Parhyangan* looks clean, neat there are plants for praying and ornamental/green plants.
2. The Community Participation sub-indicator is connected to the four *Tri Hita Karana* sub-indicators. Namely, The hotel has someone responsible for daily prayer activities, Hotels have artist's empowerment activities, The hotel absorbs as much as possible from the local workforce, and The hotel has facilities for physically disabled travelers.
3. The Community Attitudes sub-indicator is linked to one *Tri Hita Karana* sub-indicator. Namely, The hotel has no difficulty resolving conflicts with the community.
4. The Employment Sub-indicator is linked to the six *Tri Hita Karana* sub-indicators. Namely, Foreign countries working in this hotel should be as minimal as possible, In the past year, there has been no turnover of employees to other companies citing dissatisfaction, The hotel has and periodically

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implements occupational health and safety policies, and the hotel rewards outstanding employees and Hotels provide guarantees for sick employees.

5. The Wage Policies Sub-indicator is linked to one *Tri Hita Karana* sub-indicator. Namely, there is no conflict between the employee and the hotel spoiled party.
6. The Protection of Natural Valuable Assets sub-indicator is linked to the four *Tri Hita Karana* sub-indicators. Namely, The hotel has a program for saving and preserving the environment, The hotel environment has a high diversity of flora, The hotel can handle toxic hazardous materials well, and The hotel makes use of 100% biodegradable cleaning chemicals.
7. The Managing Natural Resource sub-indicator is linked to the three *Tri Hita Karana* sub-indicators. Namely, Hotels use the land efficiently and do land conservation well, the hotel uses water efficiently, and Hotels efficiently utilize energy.
8. The Limiting Impact of Tourism Activity sub-indicator is linked to the three *Tri Hita Karana* sub-indicators. Namely, The hotel can handle waste well and minimize the production of waste thrown into the environment, The hotel has no conflicts related to the environmental field, and The hotel has good sanitation and environmental hygiene.

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CHAPTER V

CONCLUSION AND SUGGESTIONS

5.1 Conclusion

Based on chapter four regarding the results and discussion, conclusions can be drawn, including the following:

1. The application of *Tri Hita Karana* at Four Points By Sheraton Bali Kuta is very good. This can be proven by the award received by Four Points By Sheraton Bali Kuta from Tri Hita Karana Award and Accreditation. In addition, each statement received a good score, with an average total score of 4,89. And the implementation was done well. The results of this questionnaire are in line with Focus Group Discussions with managers and observations made at hotels. In the *Parhyangan* variable, the total implementation value reached 4,93. These results are in line with the conditions at Four Points By Sheraton Bali Kuta. the management can own and maintain places of worship, both for Hindus and other religions, and also provide opportunities for employees to fulfill their religious obligations. In addition, Four Points By Sheraton Bali Kuta can contribute to the local community related to religious activities. In the *Pawongan* variable, the total implementation value reaches 4,88, which is in line with the results of Focus Group Discussions with managers and also the results of field observations which state that Four Points By Sheraton Bali Kuta can apply the *Pawongan* concept well. Four Points By Sheraton Bali Kuta involves many local communities in their operations. In addition, they also improve the welfare of

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their employees by providing guarantees and appreciation for their employees. And also the hotel can maintain its good relationship with employees. In the *Palemahan* variable, the total score value is 4,85, where the results of this questionnaire are following Focus Group Discussions with managers and the results of observations at Four Points By Sheraton Bali Kuta, where Four Points By Sheraton Bali Kuta can maintain and care for the hotel and its surrounding environment properly. They have sustainable environmental conservation programs, can manage and control their operational waste, and can use water and energy sparingly. In addition, Four Points By Sheraton Bali Kuta also has a diverse flora, which is well laid out and maintained, and their green areas are also quite adequate. And also Four Points By Sheraton Bali Kuta uses biodegradable cleaning chemicals and can control the use of hazardous chemicals.

2. *Tri Hita Karana* can be a guide for sustainable tourism at Four Points By Sheraton Bali Kuta. This statement is evidenced by the results of the questionnaire which has a total score value of 4,94. The results of this questionnaire also prove that the informants agree with the suitability between the *Tri Hita Karana* and sustainable tourism. In Tri Hita Karana, there are twenty-eight sub-indicators which are divided into three indicators. The indicators are *Parhyangan*, *Palemahan*, and *Pawongan*. These twenty-eight sub-indicators are connected to eight sub-indicators which are divided into three indicators of sustainable tourism. The indicators for sustainable tourism

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are environmental sustainability, social sustainability, and economic sustainability.

5.2 Suggestion

Based on the results of the research that has been described, the author has several suggestions that can be carried out by Four Points By Sheraton Bali Kuta. The suggestions include:

1. It is recommended that Four Points By Sheraton Bali Kuta again hold artist empowerment activities, especially for local artists. Like the Afternoon Tea activity involving dancers from the surrounding community that has been held before. This in addition to opening up new jobs, is also able to introduce Balinese culture to guests who stay at the hotel.
2. Four Points By Sheraton Bali Kuta should add to the existing plants. In addition to beautifying the atmosphere, the addition of these plants can be useful for hotel operations if medicinal plants or flower plants are planted.
3. It is recommended that Four Points By Sheraton Bali Kuta again fully use biodegradable cleaning chemicals. This is intended as one of the applications of the Palemahan concept. In addition, biodegradable cleaning chemicals are more easily decomposed, so the smell of the cleaning agent quickly disappears. And because it is easier to decompose, biodegradable cleaning chemicals will evaporate faster, making it safe for children and toddlers.

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APPENDIX

Appendix 1 General Information

1. What is the vision and mission of Four Points By Sheraton Bali Kuta?
2. Since when did Four Points By Sheraton Bali Kuta start implementing the concept of *Tri Hita Karana*?
3. Why did Four Points By Sheraton Bali Kuta choose to apply the concept of *Tri Hita Karana* over other concepts?
4. What are the advantages of this *Tri Hita Karana* concept?
5. What are the disadvantages of this *Tri Hita Karana* concept?
6. Does the application of the *Tri Hita Karana* concept at Four Points By Sheraton Bali Kuta have a positive impact on the hotel?
7. Does the application of the *Tri Hita Karana* concept at Four Points By Sheraton Bali Kuta have a positive impact on the surrounding community?
8. Does the guest get benefit from the application of the *Tri Hita Karana* concept?

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Appendix 2 Specific Question Regarding Indicators

1. Has the application of *Parhyangan* concept been well applied at Four Points By Sheraton Bali Kuta? And how does it apply?
2. How do Four Points By Sheraton Bali Kuta contribute to religious activities in the neighborhood?
3. Has the application of *Pawongan* concept been well applied at Four Points By Sheraton Bali Kuta? And how does it apply?
4. Does Four Points By Sheraton Bali Kuta involve the local community in their daily activities?
5. Has application of the *Palemahan* concept been well applied at Four Points By Sheraton Bali Kuta? And how does it apply?
6. Do Four Points By Sheraton Bali Kuta have diverse plants in the hotel area?
7. How do Four Points By Sheraton Bali Kuta limit the impact of their operational activities on the environment?

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Appendix 3 Focus Group Discussion Transcript

1. Four Points By Sheraton Bali Kuta follows the vision and mission of Marriott International, namely “To Be Favorite Travel Company”. So people choose Marriott properties because they are the most favorite travel company or hotel. Four Points By Sheraton Bali Kuta itself does not have a specific vision and mission but follows the core values of Four Points By Sheraton, namely "Honest, Uncomplicated, and Comfort". Honest means honesty that is given, both to guests and associates, without being hidden. Uncomplicated means the service provided is not complicated. As long as the hotel can provide what guests or associates want, as long as the hotel can provide it, it will be given. And Comfort means classic and timeless. The point here is to make guests comfortable with the concepts, designs, and decorations from Four Points By Sheraton.
2. Four Points By Sheraton Bali Kuta has implemented *Tri Hita Karana* since its grand opening on 15th July 2015. So from the beginning of development until now, the *Tri Hita Karana* concept has been applied. And it has been further strengthened since 2016, along with Four Points by Sheraton Bali Kuta following the *Tri Hita Karana* Award, where this award event was initiated by the *Tri Hita Karana* Foundation. This program has very many requirements and also details, and covers all three aspects of *Tri Hita Karana (Parhyangan, Pawongan, Palemahan)*. From the beginning, Four Points By Sheraton Bali Kuta participated in the *Tri Hita Karana* Award, they have won the “Gold” category 3 times in a row. Then in 2019, they got the "Emerald" category.

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3. Wherever the hotel is located, they must follow the culture in the surrounding area. Like the management of Four Points By Sheraton Bali Kuta chose *Tri Hita Karana* because this concept exists in Bali, and also they feel *Tri Hita Karana* is in line with the principle or core value of Four Points By Sheraton Bali Kuta
4. The advantage of implementing *Tri Hita Karana* is that it makes management pay more attention to their relationship with God, the surrounding community, employees, and the environment. For example, in the relationship with God, management is more involved in the religious activities of the surrounding community. Then the relationship with humans, management can provide assurance and appreciation to employees, and adequate facilities for guests. And the relationship with the environment, management can take care of the existing plants and have a hand in the preservation and preservation of the environment.
5. So far, the management has not found any weakness in implementing *Tri Hita Karana*.
6. According to management, the implementation of *Tri Hita Karana* has had a very positive impact on the hotel. The impact is like how we become better at things in hotels, such as plant maintenance, waste treatment, giving appreciation and guarantees to employees, and so on.
7. The application of *Tri Hita Karana* has a positive impact on the surrounding community. Some of the employees who work are local people. Of the 72 employees, 60 employees are Balinese, and 15 of them are local Kuta people. Not only as employees, but other positive impacts are also in the form of

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cooperation, such as congregational officers, general affairs, and cooperation with third parties.

8. Guests benefit from the application of *Tri Hita Karana*. The impact is in the form of services provided by Four Points By Sheraton Bali Kuta, where guests get good service. This is also an application of Pawongan, where it is a human-human relationship, in this case, the guest who stays.
9. At Four Points By Sheraton Bali Kuta, the implementation of *Parhyangan* is very good. *Padmasana* temple and *Penunggun Karang* temple are well cared for, the hotel also performs ceremonies every 6 months. Then the hotel is also involved in religious activities in the surrounding area. the hotel has a place of worship that is not only for the majority, their place of worship is always well cared for, employees are always allowed to fulfill their religious obligations according to their respective beliefs, can socialize *Tri Hita Karana* or Balinese culture with guests who stay and can provide a positive impact on local communities related to religious activities.

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10. At Four Points By Sheraton Bali Kuta, involvement in religious activities is carried out by making donations. Donations given are usually in the form of money (*Dana Punia*) or consumption.
11. The implementation of *Palemahan* at the Four Points By Sheraton Bali Kuta is very good. Four Points By Sheraton Bali Kuta was able to improve the welfare of its employees. They can give appreciation and assurance to hotel employees, involve local communities in daily operational activities, can maintain

relationships, either with employees or with local communities, and are also able to leave a positive impression on their employees.

12. The involvement of the local community at Four Points By Sheraton Bali Kuta is very high. This can be proven by the number of employees and third parties who work at Four Points By Sheraton Bali Kuta. Until this thesis was written, there are 72 Indonesian employees, with 60 Balinese employees, and 15 of them are Kuta people. In addition, many local communities work with Four Points By Sheraton Bali Kuta, such as the daily prayer officers, and general affairs, to drivers.
13. The application of *Palemahan* at the Four Points By Sheraton Bali Kuta is very high. This can be proven by the involvement of the hotel in efforts to preserve and save the environment, green the hotel area, use and handle chemicals properly, and be able to save their resources for the sustainability of the hotel and the surrounding environment.
14. Four Points By Sheraton Bali Kuta has a variety of plants, ranging from ornamental plants, and medicinal plants, to plants that can be used for hotel operations. The care is also very good because Four Points By Sheraton Bali Kuta has a gardener who takes care of the existing plants every day.
15. Four Points By Sheraton Bali Kuta limits the impact of operational activities on the environment by treating and reusing their waste. For example the F&B Department waste, can be reused as animal feed. Another example is using the back of a paper that has been printed for reuse as notes. And also hotel waste is collected and separated for recycling through a third party (CV. Asri Karya).

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Appendix 4 Model Validation

Validation Table for *Tri Hita Karana* Implementation Model					
No	Date	Name	Department	Position	Signature
1	5-Apr-22	Gery Anggera	Front Office	Front Office Manager	
2	5-Apr-22	Semaradana	Housekeeping	Executive Housekeeper	
3	5-Apr-22	Guna Wirawan	F&B Service	F&B manager	
4	8-Apr-22	Nuk Karmawan	F&B Kitchen	Head Chef	
5	8-Apr-22	Pradewi	Accounting	Finance Controller	
6	10-Apr-22	Monica Meliana	Sales & Marketing	Marketing Communication Manager	
7	10-Apr-22	Dewa Metayana	Human Resource	Human Resource Manager	
8	10-Apr-22	Wayan Sunarta	Engineering	Chief Engineer	

Appendix 5 Questionnaire about Tri Hita Karana

1. Give a rating for each indicator below by ticking (√) in the column provided.
2. Evaluation
   - 1 = Very Not Agree
   - 2 = Not Agree
   - 3 = Neutral
   - 4 = Agree
   - 5 = Very Agree

NO	Statement	1	2	3	4	5
Parhyangan indicator						
1	The hotel has a sacred place (*Pura*) and is well maintained.					
2	The hotel applies religious values.					
3	The hotel contributes to the activities of the surrounding temple (*Khayangan Desa*).					
4	The hotel provides ample opportunity for its employees to carry out religious activities.					
5	Socialization of *Tri Hita Karana* to tourists staying at hotels.					
6	The hotel has someone responsible for daily prayer activities.					
7	In the hotel, there has a written program about religious activities / about *Tri Hita Karana*					
8	*Parhyangan* looks clean, and neat there are plants for praying and ornamental/green plants.					
Palemahan indicator						
9	Hotels have artist's empowerment activities.					
10	There is no conflict between the employee and the hotel spoiled party.					
11	The hotel has no difficulty resolving conflicts with the community.					
12	The hotel absorbs as much as possible the local workforce.					
13	Foreign countries working in this hotel should be as minimal as possible.					
14	The hotel has facilities for physically disabled travelers.					

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15	In the past year, there has been no turnover of employees to other companies citing dissatisfaction.					
16	The hotel has and periodically implements occupational health and safety policies.					
17	The hotel rewards outstanding employees.					
18	Hotels provide guarantees for sick employees					
Pawongan indicator						
19	The hotel can handle waste well and minimize the production of waste thrown into the environment.					
20	The hotel has a program for saving and preserving the environment.					
21	Hotels use the land efficiently and do land conservation well.					
22	The hotel has no conflicts related to the environmental field.					
23	The hotel has good sanitation and environmental hygiene.					
24	The hotel environment has a high diversity of flora.					
25	The hotel can handle toxic hazardous materials well.					
26	The hotel makes use of 100% biodegradable cleaning chemicals.					
27	The hotel uses water efficiently.					
28	Hotels efficiently utilize energy.					

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Appendix 6 Questionnaire Data Tabulation about Tri Hita Karana

Question Number	Score								Total	Criteria
	FO	HK	FBS	FBK	Eng	HR	Acct	SM		
1	5	5	5	5	5	5	5	5	5	Very Suitable
2	5	5	5	5	5	5	5	5	5	Very Suitable
3	5	5	5	5	5	5	5	5	5	Very Suitable
4	5	5	5	5	5	5	5	5	5	Very Suitable
5	5	5	5	5	5	3	5	4	4,63	Very Suitable
6	5	5	5	5	5	5	5	5	5	Very Suitable
7	5	5	5	5	5	5	5	5	5	Very Suitable
8	5	5	5	4	5	5	5	5	4,88	Very Suitable
9	4	5	3	5	3	4	3	3	3,75	Fit/ Accordance
10	5	5	5	5	5	5	5	5	5	Very Suitable
11	5	5	5	5	5	5	5	5	5	Very Suitable
12	5	5	5	5	5	5	5	5	5	Very Suitable
13	5	5	5	5	5	5	5	5	5	Very Suitable
14	5	5	5	5	5	5	5	5	5	Very Suitable
15	5	5	5	5	5	5	5	5	5	Very Suitable
16	5	5	5	5	5	5	5	5	5	Very Suitable
17	5	5	5	5	5	5	5	5	5	Very Suitable
18	5	5	5	5	5	5	5	5	5	Very Suitable
19	5	5	5	5	5	5	5	5	5	Very Suitable
20	5	5	5	5	5	5	5	5	5	Very Suitable

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21	5	5	5	5	5	5	5	5	5	Very Suitable
22	5	5	5	5	5	5	5	5	5	Very Suitable
23	5	5	5	5	5	4	5	5	4,88	Very Suitable
24	4	5	4	3	4	5	5	4	4,25	Very Suitable
25	5	5	5	5	5	5	5	5	5	Very Suitable
26	5	5	5	3	4	4	5	5	4,5	Very Suitable
27	5	5	5	5	5	5	5	5	5	Very Suitable
28	5	5	5	5	5	4	5	5	4,88	Very Suitable
Total									**4,89**	Very Suitable

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Appendix 7 Questionnaire Data Tabulation about Connection between *Tri Hita Karana* and Sustainable Tourism

1. Give a rating for each indicator below by ticking (√) in the column provided.
2. Evaluation
   - 1 = Very Inappropriate
   - 2 = Not Suitable
   - 3 = Enough
   - 4 = Fit/Accordance
   - 5 = Very Suitable

NO	Statement	1	2	3	4	5
Social Sustainability indicator (Sustaining Cultural Assets)						
1	The hotel has a sacred place (*Pura*) and is well maintained for sustaining cultural assets.					
2	To maintain the local culture, the hotel applies religious values in its management and operational					
3	To maintain the local culture, the hotel socializes about *Tri Hita Karana* to staying guests.					
4	To maintain the local culture, the hotel has a written program about religious activities / about *Tri Hita Karana*					
5	To maintain the local culture, *Pura* looks clean, and neat there are plants for praying and ornamental/green plants.					
6	The hotel contributes to sustaining local culture by participating in activities at the surrounding temple (*Khayangan Desa*).					
Social Sustainability indicator (Community Participation)						
7	The hotel engages the local community to have a responsibility for the daily religious ceremonies.					
8	Hotels have activities to empower local artists.					
9	The hotel collaborates with local communities to absorb as much as possible the local workforce.					
10	Community help hotels provide facilities for physically disabled travelers.					
Social Sustainability indicator (Community Attitudes)						
11	The hotel has no difficulty resolving conflicts with the local community					

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Economic Sustainability indicator (Employment)						
12	The hotel permits its employees to carry out religious activities.					
13	The hotel has few or no foreign employees.					
14	In the past year, hotels don't have employment problems (there has been no turnover of employees to other companies citing dissatisfaction).					
15	The hotel has and periodically implements occupational health and safety policies for all the employees					
16	The hotel rewards outstanding employees regularly					
17	In the employment policy applied by hotel management, hotels provide guarantees for sick employees					
Economic Sustainability indicator (Wage Policies)						
18	There is no conflict between the employee and the hotel management party about wage policies					
Environmental Sustainability indicator (Protection of Valuable Natural Assets)						
19	The hotel has a program of saving and preserving the environment by protecting valuable natural assets					
20	The hotel environment has a high diversity of flora for protecting and maintaining natural assets					
21	To protect natural assets, the hotel makes use of 100% biodegradable cleaning chemicals.					
22	The hotel can manage and handle toxic hazardous materials well, so it can't damage natural assets					
Environmental Sustainability indicator (Managing Natural Resource)						
23	Hotels manage their land efficiently and do land conservation well.					
24	The hotel can manage natural resources (water) efficiently.					
25	Hotels can manage their energy usage efficiently					
Environmental Sustainability indicator (Limiting Impact of Tourism Activity)						
26	To limit the impact of tourism activity, the hotel can handle their waste well and					

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	minimize the production of waste thrown into the environment.					
27	The hotel has no conflicts related to the impact of tourism activity on the environment.					
28	The hotel has good sanitation and environmental hygiene so that it doesn't have an impact on the environment.					

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Appendix 8 Questionnaire Data Tabulation about Connection between *Tri Hita Karana* and Sustainable Tourism

Question Number	Score								Total	Criteria
	FO	HK	FBS	FBK	Eng	HR	Acct	SM		
1	5	5	5	5	5	5	5	5	5	Very Suitable
2	5	5	5	5	5	5	5	5	5	Very Suitable
3	5	5	5	5	5	5	5	5	5	Very Suitable
4	5	5	5	5	5	5	5	5	5	Very Suitable
5	5	5	5	5	5	4	5	4	4,75	Very Suitable
6	5	5	5	5	5	5	5	5	5	Very Suitable
7	5	5	5	5	5	5	5	5	5	Very Suitable
8	4	4	3	5	3	5	5	4	4,13	Fit/ Accordance
9	5	5	5	5	5	5	5	5	5	Very Suitable
10	5	5	5	5	5	5	5	5	5	Very Suitable
11	5	5	5	5	5	5	5	5	5	Very Suitable
12	5	5	5	5	5	5	5	5	5	Very Suitable
13	5	5	5	5	5	5	5	5	5	Very Suitable
14	5	5	5	5	5	5	5	5	5	Very Suitable
15	5	5	5	5	5	5	5	5	5	Very Suitable
16	5	5	5	5	5	5	5	5	5	Very Suitable
17	5	5	5	5	5	5	5	5	5	Very Suitable
18	5	5	5	5	5	5	5	5	5	Very Suitable
19	5	5	5	5	5	5	5	5	5	Very Suitable
20	5	4	5	5	4	5	5	5	4,75	Very Suitable

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21	5	4	5	5	5	5	5	5	4,88	Very Suitable
22	5	5	5	5	5	5	5	5	5	Very Suitable
23	5	5	5	5	5	4	5	5	4,88	Very Suitable
24	5	5	5	5	5	5	5	5	5	Very Suitable
25	5	5	5	5	5	5	5	5	5	Very Suitable
26	5	5	5	5	5	5	5	5	5	Very Suitable
27	5	5	5	5	5	5	5	5	5	Very Suitable
28	5	5	5	5	5	4	5	5	4,88	Very Suitable
Total									**4,94**	**Very Suitable**

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