

**THE MODEL OF GREEN HOTEL IMPLEMENTATION
IN ACHIEVING SUSTAINABLE DEVELOPMENT
AT INFINITY8 BALI HOTEL**



POLITEKNIK NEGERI BALI

JOY REMA

**TOURISM DEPARTMENT
POLITEKNIK NEGERI BALI
BADUNG
2022**

THESIS

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**THE MODEL OF GREEN HOTEL IMPLEMENTATION
IN ACHIEVING SUSTAINABLE DEVELOPMENT
AT INFINITY8 BALI HOTEL**

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This thesis is submitted to Tourism Department of Politeknik Negeri Bali
in Partial Fulfillment of the requirement for the Degree of
Applied Bachelor in Tourism



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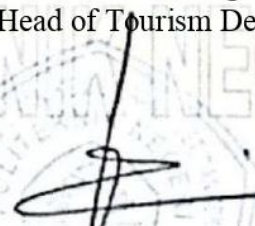
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PREFACE

First and foremost, thanks to The Almighty God Jesus Christ for the blessing in completing the thesis entitled “The Model of Green Hotel Implementation in Achieving Sustainable Development at Infinity8 Bali Hotel”. The thesis is one of the terms composed of a bachelor of Diploma IV Tourism Business Management in Tourism Department in Politeknik Negeri Bali.

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For that, with all humility, the writer expects some critics and suggestions especially from readers, and hope that this report could be beneficial for the study as well as the development of the tourism industry.

Badung, July 12nd 2022

The Writer

THE MODEL OF GREEN HOTEL IMPLEMENTATION IN ACHIEVING SUSTAINABLE DEVELOPMENT AT INFINITY8 BALI HOTEL

JOY REMA
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ABSTRAK

Penelitian ini bertujuan untuk mengetahui implementasi praktik-pratik hijau yang diterapkan oleh Hotel Infinit8 Bali. Pengumpulan data melalui observasi, wawancara, distribusi kuesioner, studi kepustakaan, dan dokumentasi. Kuesioner didistribusikan kepada 27 karyawan di Hotel Infinity8 Bali dan dianalisis dengan deskriptif kualitatif. Hasil penelitian menunjukkan bahwa nilai rata-rata penerapan indikator green hotel pada aspek memanfaatkan tenaga solar sebagai penerangan dalam ruangan dan bahan yang dapat didaur ulang dengan nilai 88.8 persen atau “sangat kuat diimplementasikan” sementara pada aspek polusi rendah, penghematan listrik, dan konservasi air dengan nilai 77.7 persen atau “sangat diimplemetasikan”. Terbukti penerapan praktik hijau di hotel Infinity8 Bali telah dilaksanakan dengan sangat baik dan memiliki kontribusi untuk mendukung tujuan pembangunan berkelanjutan SDGs yaitu kesetaraan gender, air bersih dan sanitasi, energi bersih dan terjangkau, pekerjaan yang layak, konsumsi dan produksi yang bertanggung jawab, dan penanganan perubahan iklim. Namun, ada beberapa hal yang belum dilaksanakan dan perlu ditingkatkan untuk memaksimalkan penerapan green hotel sehingga dapat berkontribusi untuk mendukung sustainable development di Infinity8 Bali seperti: (1) fasilitas tamu (sampo, sabun, dll) masih menggunakan plastik botol; (2) sering terjadi kebocoran di lokasi tertentu; (3) Kontrol cerdas untuk chiller dan kulkas tidak terpasang; (4) masih ada sisa makanan selama acara berlangsung; (5) hilang dan rusak tinggi; (6) tidak ditemukan pemisahan sampah (organik, non-organik) di sekitar area tamu. Sehingga dapat disarankan untuk menerapkan peralatan fasilitas yang lebih ramah lingkungan, melakukan traking, monitoring, dan pengecekan berkala, mendonasikan makanan yang masih layak dikonsumsi, meminimalkan kerusakan, dan menyediakan fasilitas pemisahan sampah di area publik.

Kata Kunci: *implementasi hotel hijau, tujuan pembangunan berkelanjutan, lingkungan hijau, perilaku hijau, model green hotel*

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ABSTRACT

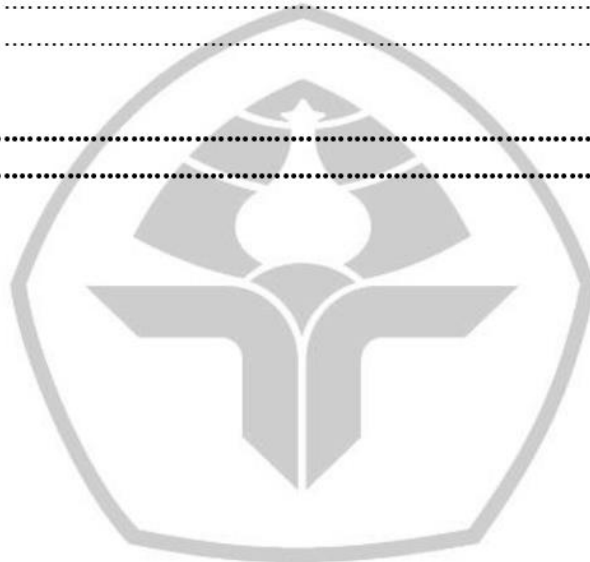
This research aims to find out the implementation of green hotel implementation at Infinity8 Bali Hotel. The data of the research was collected through observation, interview, questionnaire distribution, literature study, and documentation. The questionnaire was distributed to the 27 employees at Infinity8 Bali Hotel and analysis technique used qualitative descriptive analysis. The research results states that the average value of the implementation of the green hotel indicator of recycled material aspect and recyclables aspect the value was 88.8 percent or “strongly implemented” meanwhile, the green hotel indicator of low-polluting aspect, saving-energy aspect, and water conservation aspect the value was 77.7 percent or “very implemented”. It is proven that the green hotel implementation at Infinity8 Bali Hotel has been implemented very well and has contributed to support the SDGs sustainable development goals; quality education, gender equality, clean water and sanitation, affordable and clean energy, economic growth and decent work for all, responsible consumption and production, climate change. However, there are some things that have not been implemented yet and need to be improved to maximized the implementation of the green hotel so it can to contribute to support sustainability development at Infinity8 Bali such as: (1) guest amenities (shampoo, soap, etc.) still using from bottle plastic; (2) the leaks are often occurred in certain location; (3) Smart controls for chiller and refrigerator are not in placed; (4) there are still food waste during event; (5) lost and breakage are high; (6) separation of garbage (organic, non-organic) around guest area are not found. So, it can be suggested to used eco materials for the packaging of the amenities, tracking, monitoring and supervising should be done regularly to each possible location of the pipes to leaks, using smart control also for chiller and refrigerator, (worth-consuming food) donation to the charity, and provide waste separation around guest area.

Keyword: *green hotel implementation, sustainability development goals, green environment, green behavior, green hotel model*

TABLE OF CONTENTS

Contents	Page
COVER	1
PAGE OF THESIS TITLE	ii
STATEMENT OF ORIGINALITY	iii
PAGE OF THESIS SUBMISSION	iv
PAGE OF THESIS APPROVAL	v
PAGE OF THESIS EXAMINATION AND VALIDATION	vi
PREFACE.....	vii
ABSTRAK	ix
ABSTRACT	ix
TABLE OF CONTENTS.....	xi
LIST OF FIGURES	xiii
LIST OF TABLES	xv
LIST OF APPENDIXES	xvi
CHAPTER I.....	1
1.1 Background.....	1
1.2 Problems of The Research.....	4
1.3 Purpose of The Research	5
1.4 Significances of The Research	5
CHAPTER II	6
2.1 Theoretical Basis	6
1.1.1 Hotel	6
2.1.2 Green Hotel	7
2.1.3 Sustainability.....	10
2.1.5 Sustainable Development.....	11
2.1.6 Sustainable development and Green Hotel Practice	14
2.2 Previous Researches	15
CHAPTER III	20
3.1 Location and Period of Research	20
3.2 Research Object	20
3.3 Variable Identification	20
3.4 Definition of Operational Variable	21
3.5 Types and Data Source	22
3.6 Method of Determining Key Informants.....	23
3.8 Data Analysis Technique	27
3.8.1 Descriptive Qualitative Analysis.....	27

CHAPTER IV	30
4.1 General Description	30
4.1.1 Brief History of Infinity8 Bali Hotel	30
4.1.2 Business Field	31
4.1.3 Hotel Facilities	31
4.1.4 Organization Structure	36
4.2 Result and Discussions	38
4.2.1 Implementation of Green Hotel Practice at Infinity8 Bali	38
4.2.2 Model of Green Hotel Implementation to Support Sustainability Development at Infinity8 Bali	69
 CHAPTER V	 76
5.1 Conclusion	76
5.2 Suggestion	77
 REFERENCES	 78
APPENDIXES	81



JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

LIST OF FIGURES

Content	Page
Figure 2. 1 Three pillars of sustainability	10
Figure 2. 2 Sustainable Development Goals (SDGs).....	12
Figure 4. 1 Executive Committees Structure	36
Figure 4. 2 Rooftop Langit Restaurant.....	41
Figure 4. 3 Balcony Suite Room.....	42
Figure 4. 4 Balcony Deluxe Room.....	42
Figure 4. 5 Infinity8 Bali Main Lobby.....	42
Figure 4. 6 Billiard Room Space.....	42
Figure 4. 7 Layangan All Dining	43
Figure 4. 10 Recycled Paper Coupon Complimentary.....	51
Figure 4. 12 Besek and Paper Straw	52
Figure 4. 13 Food Container	53
Figure 4. 11 Keycard Socket & Energy Saving Automatic Timer	55
Figure 4. 15 Saving Energy with LED lamps	56
Figure 4. 16 Infinity8 Bali Shower Bathroom	58
Figure 4. 17 Aerator Faucet Washbasin.....	58
Figure 4. 18 Sewage Treatment Plant Sign.....	59
Figure 4. 19 Staff Training.....	61
Figure 4. 20 CSR for Staff and Local People	62
Figure 4. 21 Rindik Bali Tradition Local Music.....	63

Figure 4. 22 Local Culture Tradition	64
Figure 4. 23 Balinese rituals.....	65
Figure 4. 21 Model of Green Hotel Practice in Achieving Sustainable Development at Infinity8 Bali Hotel.....	71



JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

LIST OF TABLES

Content	Page
Table 1. 1 Occupancy Room.....	2
Table 1. 2 Waste Generated from Hotel Operational.....	3
Table 2. 1 Green Hotel Practices and Sustainability.....	14
Table 2. 2 Definition of Operational Variables.....	21
Table 4. 1 Room Categories at Infinity8 Bali Hotel	32
Table 4. 2 Number of Plants at hotel.....	44
Table 4. 3 Waste Category & Types.....	46
Table 4. 4 Dry and wet waste from hotel.....	47
Table 4. 5 Composition of dry waste	49
Table 4. 6 Progress on Waste Recycling.....	49
Table 4. 7 Utilization of Kitchen Waste at Inifnity8 Bali	50
Table 4. 8 Local Suppliers of Infinity8 Bali Hotel.....	66
Table 4. 9 Percentage of Green Hotel Practice Implementation.....	67
Table 4. 10 Criteria of Green Hotel Practice.....	68
Table 4. 14 Corrective Action Plan.....	69
Table 4. 12 Green Hotel Model.....	72

LIST OF APPENDIXES

Content	Page
Appendix 1 Research Permit Letter	82
Appendix 2 Interview Guideline.....	83
Appendix 3 Interview's Transcript	85



JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI

CHAPTER I

INTRODUCTION

1.1 Background

The ministry of tourism of the Republic of Indonesia has high concern for the role of education in the tourism sector especially in hospitality in Indonesia. The ministry of tourism published a book “*Panduan dan Pedoman Pelaksanaan Green Hotel di Indonesia*” with the aim of encouraging large communities to increase their understanding of climate change adaptation in particular the hotel industry sector to contribute to implementing future implementation plans for the reduction of greenhouse gas emissions from the building sector. Efforts made to minimize global warming by measures implemented through the 'green' moves made toward committed hotel entrepreneurs applying environment-friendly principles through water-saving, energy saving, environment-related materials programs, and reducing solid waste (Garcia, et al., 2017). In reality, hotel development is viewed only economically for the purpose of making a profit, but the building of a hotel can cause problems of diminishing natural resources, social, cultural and environmental decline (Baker, 2013). The problem can have adverse effects such as drought, reduced quality and discharges of water, damaging the soil, and congestion of leeches around the hotel.

One of the hotels currently working on the implementation of green hotels in the hotel operational is Infinity8 Bali Hotel. Infinity8 Bali became one of the 4-star hotels in Bali can be seen on the official website the Grand Infinity8 sets the

standard for stunning getaways in amazing locations offering private space in eco-friendly environments, committed to sustainable operating standards and unique guest experiences. Hotels are a major energy and water intensive sector in the tourism and hospitality industries since they consume enormous amount of energy and resources (e.g., water, lighting, and many disposable products) in their daily operations, which has posed a great challenge to the environment (Widana, 2020).

Table 1. 1 Occupancy Room

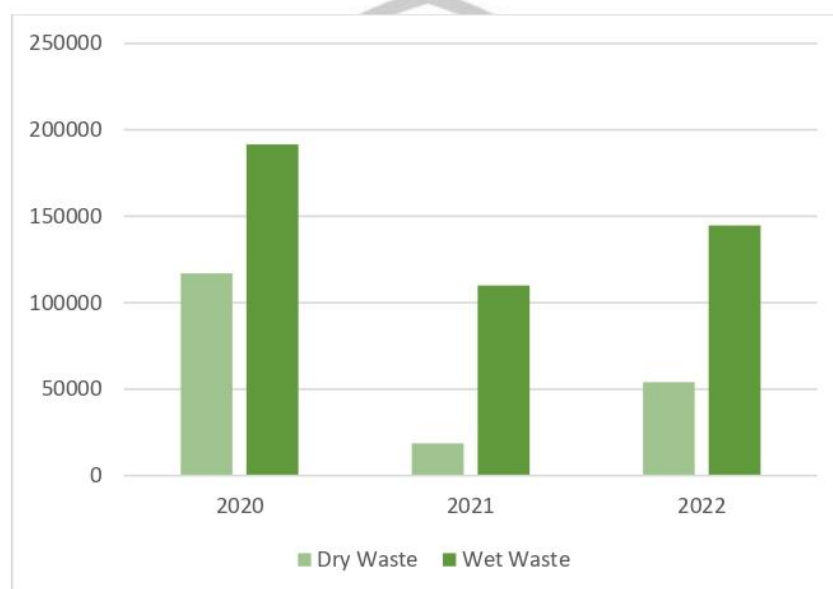
<i>Month</i>	<i>Years (in percentage)</i>		
	2019	2020	2021
<i>Jan</i>	73,3	71,0	61,9
<i>Feb</i>	82,4	70,0	59,7
<i>Mar</i>	71,4	71,2	60,8
<i>Apr</i>	81,8	70,2	70,1
<i>May</i>	84,5	77,2	78,9
<i>Jun</i>	88,3	60,6	70,8
<i>Jul</i>	84,7	65,8	80,1
<i>Aug</i>	89,6	70,5	70,8
<i>Sep</i>	81,6	56,8	77,7
<i>Oct</i>	88,7	50,6	76,6
<i>Nov</i>	84,4	54,5	77,7
<i>Dec</i>	89,7	60,8	70,7

Source: *Badan Pusat Statistik Badung*, 2022

Table 1.1 shows the number of occupancy rooms at infinity8 Bali hotel over the past 4 years, despite the decrease by 2020 to 2021 as a result of the covid-19 pandemic. However, the occupancy table revealed that the hotel's operational activities are still running throughout the year and as evidenced by the average number of guests staying every month. The large number of people staying at hotels resulted in an increase in the garbage and waste generated from hotel activity.

From March 2020 to March 2022, Infinity8 Bali Hotel waste generated from the hotel operational activities a total of 1,014,280 kgs of waste, of which 25% (253,558%) was dry and the remaining 75% was all inert and wet waste. Table 1.2 below will explain the waste by types and quantity from the hotel activities operational in detail:

Table 1. 2 Waste Generated from Hotel Operational



Source: Infinity8 Bali Hotel, 2022

Table 1.2 above, shows the number of wastes generated from the hotel operational activities. The large number of people staying at hotels resulted in an increase in the garbage and waste generated from hotel activity, it is clear that the hotel's operational activities will have an impact not only on social and economic but also on environmental aspects.

In regard to the regulation of the government regarding the CHSE certification, every hotel is required to observe and take responsibility for its

environment. CHSE Certification is the process of granting certificates to tourism businesses, tourism destinations, and other tourism products to provide reassurance to visitors to the island of Bali on the implementation of Hygiene, Health, Safety, and Environmental Sustainability. The fourth criteria are an environment sustainability, hotels and lodges in the city have a responsibility to look after the environment. As for some points to be taken care of are as follows: (1) The use of equipment from green materials; (2) Efficient water and energy utilization systems to maintain ecosystems; (3) The presence of clean, wholesome, and environmentally clean sewage treatment systems so as not to harm people and environment; (4) It is monitoring and evaluation of the administration of the soup of hygiene, health, and environmental sustainability.

So, it would require further analysis to determine if the implementation of the green hotel to achieve sustainable development at infinity8 Bali hotel is based on *Buku Panduan dan Pedoman Pelaksanaan Green Hotel di Indonesia*. Therefore, researchers are interested in exploring this research entitled **"The Model of Green Hotel Implementation in Achieving Sustainable Development at Infinity8 Bali Hotel"**.

1.2 Problems of The Research

1. How is the implementation of green hotel practices at Infinity8 Bali Hotel?
2. The model of green hotel implementation to support sustainable development at Infinity8 Bali Hotel?

1.3 Purpose of The Research

The purpose of the writer to do this research are:

1. To analyze the implementation of green hotel practices available at Infinity8 Bali Hotel.
3. To analyze the model of green hotel implementation to support sustainable development at Infinity8 Bali Hotel.

1.4 Significances of The Research

1.4.1 Theoretical Significances

Theoretically, this research is expected to provide benefits for increasing insight and knowledge about the importance of green hotel practices in the world of hospitality and the model of Green Hotel Implementation to support sustainability development.

1.4.2 Practical Significances

1. Benefits for Students of Politeknik Negeri Bali, it is hoped that this research can provide new knowledge regarding the implementation of sustainable development based on *buku panduan dan pedoman pelaksanaan green hotel di Indonesia*.
3. Benefits for Infinity8 Bali hotel, this research is expected to provide feedback and suggestions to management to improve the implementation of green hotel practice not only to preserve environment but also expected to become a green behavior for staff and guest.

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

Based on the results of analysis and discussion, it is inconclusive that infinity8 Bali hotel has implemented green hotel accordingly *Buku Panduan dan Pedoman Pelaksanaan Green Hotel di Indonesia* with five basic orientations carried out by the hotel that implemented the green hotel program; (1) building material; (2) recyclables; (3) low-polluting; (4) energy saving; (5) water conservation. The questionnaire results revealed there is an aspect of the green hotel implementation that was “strongly implemented” such as: recycled material and recyclables. There is an aspect of the green hotel implementation that was “very implemented” such as low-polluting, energy-saving, and water conservation. All aspects have been implemented by Infinity8 Bali and have contributed to support 17 sustainable development goals. Goal no. 4 quality education, goal no. 5 gender equality, goal no. 6 clean water and sanitation, goal no. 7 affordable and clean energy, goal no. 8 economic growth and decent work for all, goal no. 12 Responsible consumption and production, goal no. 13 climate action. Years counting, Infinity8 Bali Hotel continuously improved the sustainable development to create sustainable business for the environment, economy and social better future.

Whilst the second conclusion is the benefits of implementing green hotel are there are some things that have not been implemented yet and need to be improved to maximized the implementation of the green hotel so it can to contribute to support

sustainability development at Infinity8 Bali such as: (1) guest amenities (shampoo, soap, etc.) still using from bottle plastic; (2) the leaks are often occurred in certain location; (3) Smart controls for chiller and refrigerator are not in placed; (4) there are still food waste during event; (5) lost and breakage are high; (6) separation of garbage (organic, non-organic) around guest area are not found.

5.2 Suggestion

Referring to the results and discussion on previous chapter, there are some suggestions in this research, such as:

Infinity8 Bali hotel should always apply green hotel so it can motivate other hotels to be aware of the importance of the implementation of the green hotel and be moved to implement the green hotel as well. Furthermore, Infinity8 Bali Hotel is expected to be able to used eco-friendly item, tracking, monitoring and supervising should be done regularly to each possible location of the pipes to leaks, using smart control also for chiller and refrigerator, (worth-consuming food) donation to the charity, and provide waste separation around guest area.

This study implied a qualitative method through interview with internal parties of the hotel only which are related to the Green Hotel practices at the hotel. However, it has a lack of an interview with the guest perspective point from the guest. Thus, this study further suggests more direct interviews with the guest to find out the perception point from the guest. In addition, for further studies, for further research can increase the number of respondents so that researchers have much data on in-depth analysis as well as comparisons.

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