

**THESIS**

**THE IMPLEMENTATION  
OF THE ZERO WASTE CONCEPT IN OPERATIONAL  
AT SIX SENSES ULUWATU, BALI**



**POLITEKNIK NEGERI BALI**

**NI PUTU WULAN DIAH URMILA**

**TOURISM DEPARTMENT  
POLITEKNIK NEGERI BALI  
BADUNG  
2022**

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**THE IMPLEMENTATION OF THE ZERO WASTE CONCEPT IN  
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**THE IMPLEMENTATION  
OF THE ZERO WASTE CONCEPT IN OPERATIONAL  
AT SIX SENSES ULUWATU, BALI**

**THESIS**

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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**OF THE ZERO WASTE CONCEPT IN OPERATIONAL**  
**AT SIX SENSES ULUWATU, BALI**

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The writer expects several critics and suggestions, especially from readers, and hopes that this thesis could be beneficial for the study as well as the development of the tourism industry.

Badung, August 2022

The Writer

**IMPLEMENTASI  
KONSEP ZERO WASTE DALAM OPERASIONAL  
DI SIX SENSES ULUWATU, BALI**

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**ABSTRAK**

*Tujuan penelitian ini ialah untuk mengetahui implementasi konsep zero waste yang beroperasi di Six Senses Uluwatu, Bali yang telah berkomitmen dalam pendekatan sustainability dan konsep zero waste. Penelitian ini menggunakan metode deskriptif kualitatif sebagai teknik analisis data, dengan wawancara sebagai pengumpulan data. Penelitian ini dilakukan berdasarkan empat lingkup penerapan konsep zero waste yang terbagi menjadi lingkup manajemen, lingkup ekonomi, lingkup organisasional, dan lingkup regulatory policy. Adapun hasil penelitian ini menunjukkan bahwa implementasi zero waste telah mencapai 78 persen sesuai dengan pedoman perusahaan yang dimiliki oleh Six Senses Uluwatu, Bali, dimana implementasinya dengan mengurangi sampah, kegiatan daur ulang, penggunaan kembali terhadap sampah yang dihasilkan, serta kegiatan exchange dan resell di lingkup manajemen. Dalam lingkup ekonomi, Six Senses Uluwatu, Bali berkomitmen untuk membeli produk ramah lingkungan dengan dari vendor yang memiliki perjanjian dengan Six Senses Uluwatu, Bali untuk mengikuti konsep sustainability dalam mendukung zero waste. Dalam lingkup organisasi, pelatihan zero waste diberikan kepada semua staf dan terdapat program refreshment yang dilakukan secara berkala. Dalam lingkup kebijakan regulasi, Six Senses Uluwatu, Bali mengikuti pedoman mengenai zero waste sehingga, implementasi konsep zero waste di operasional di Six Senses Uluwatu, Bali telah diterapkan ke semua departemen. Namun, ada beberapa hal yang perlu diperhatikan dalam mencapai implementasi konsep zero waste sepenuhnya, seperti sampah plastik yang dibawa oleh tamu dan limbah berbahaya yang tidak dapat dikelola di resor, yang mana pengelolaannya dilakukan atas kerjasama dengan masyarakat setempat. Indikator storage & separations dan recycle & disposal harus ditingkatkan, sehingga pengelolaan sampah dapat dilakukan di dalam resor. Hal ini juga diiringi dengan mempertahankan pemberian pelatihan kepada seluruh staf yang ditingkatkan pada indikator human resources yakni training programmes terkait pelatihan zero waste. Selanjutnya, diperlukannya action plan untuk meningkatkan persentase penerapan konsep zero waste dalam operasional di Six Senses Uluwatu, Bali yang dapat ditingkatkan pada indikator compliance & monitoring.*

**Kata Kunci:** Sustainability, Zero Waste, Hotel, Resort

# **THE IMPLEMENTATION OF THE ZERO WASTE CONCEPT IN OPERATIONAL AT SIX SENSES ULUWATU, BALI**

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## **ABSTRACT**

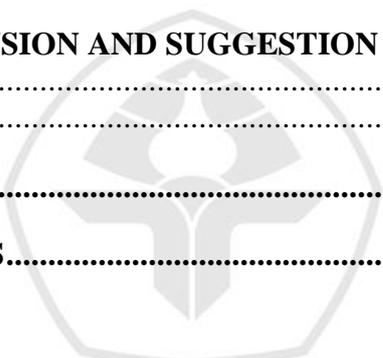
The purpose of this study is to determine the implementation of the zero waste concept operating in Six Senses Uluwatu, Bali which has been committed to the sustainability approach and the zero waste concept. This study uses a qualitative descriptive method as a data analysis technique, with interviews as data collection. This research was conducted based on four scopes of application of the zero waste concept which are divided into management scope, economic scope, organizational scope, and regulatory policy scope. The results of this study indicate that the implementation of zero waste has reached 78 percent in accordance with company guidelines owned by Six Senses Uluwatu, Bali, where the implementation is by reducing waste, recycling activities, reuse of waste generated, as well as exchange and resell activities in the scope of management. In the economic scope, Six Senses Uluwatu, Bali is committed to buying environmentally friendly products from vendors who have an agreement with Six Senses Uluwatu, Bali to follow the concept of sustainability in supporting zero waste. Within the scope of the organization, zero waste training is provided to all staff and there is a refreshment program that is carried out regularly. Within the scope of regulatory policies, Six Senses Uluwatu, Bali follows the guidelines regarding zero waste so that the implementation of the zero waste concept in operational at Six Senses Uluwatu, Bali has been applied to all departments. However, there are several things that need to be considered in achieving the full implementation of the zero waste concept, such as plastic waste brought in by guests and hazardous waste that cannot be managed at the resort, which is managed in collaboration with the local community. Indicators of storage & separations and recycle & disposal must be improved. Thus, the waste management can be carried out inside the resort. This is also accompanied by maintaining the provision of training to all staff which is improved on human resources indicators, namely training programs related to zero waste training. Furthermore, an action plan is needed to increase the percentage of zero waste concept implementation in operations at Six Senses Uluwatu, Bali which can be improved on compliance & monitoring indicators.

**Keywords:** Sustainability, Zero Waste, Hotel, Resort

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# CHAPTER I

## INTRODUCTION

### 1.1 Background

Indonesia is one of the popular tourism destinations, as well as tourism, is one of Indonesia's biggest incomes. However, tourism generates a lot of waste, especially in tourist areas with a lot of seasonality, making waste management in the tourism business more difficult. Although waste generation in tourism and hospitality is unavoidable, there are techniques to limit it and manage it, lessening the negative environmental effects of waste disposal. As a result, waste control is critical in the tourism industry.

As a popular tourist destination, Bali's tourism sector is always growing rapidly, including the provision of accommodation especially in hotels, the number of tourists visiting Bali is increasing every year. Arrivals of international tourists to Bali in December 2020 decreased 99.97% compared to the record for the same period last year but increased by 183.02% compared to the previous month (month to month/mtm) (Wiratmini, 2021). This has an impact on increasing the number of guests, it can increase the need for resources and waste generated. The table 1 below represent the annual waste generation based on SIPSN in Bali regencies.

Table 1 Waste Generation Data for 2020 – 2021 Bali Province

SIPSN - National Waste Management Information System		
Annual Waste Generation		
Regency	Year	
	2021	2020
Jembrana Regency	59,395.72	60,115.32
Tabanan Regency	84,247.48	84,247.48
Badung Regency	140,062.80	102,654.16
Gianyar Regency	141,337.13	160,182.08
Bangli Regency	40,479.96	39,777.41
Karangasem Regency		91,067.50
Buleleng Regency	125,414.00	124,791.86

(Source: National Waste Management Information System - Bali Province 2021)

Based on the table above, it can be concluded that waste generation from 2020 has increased in 2021, especially in Badung regency, where Six Senses Uluwatu, Bali is located. It shows that the volume of waste has increased. Waste is more often regarded as useless goods by society and even industry. This is a false understanding if people comprehend and recognize that waste has a price, but it can also affect the environment. The impacts of climate change, such as loss of biodiversity, climate, growth of water and soil, pollution, deforestation, and waste of resources and materials from productive uses, are widely accepted (M. Nizar et al., 2018). Therefore, if the waste generated is not managed properly, it can cause environmental pollution and cause unpleasant odors, so it can trigger the emergence of disease vectors. This is also related to the hotel industry, which provides accommodation services and provides food and beverage services. Accommodation waste is comparable to mixed household waste in that it contains a wide mix of elements, including organic and toxic materials (Frleta & Zupan, 2020).

Regarding the problems above, to be able to manage these resources and waste, a system is needed for processing and utilizing waste that can later be carried out optimally, so that it can be useful for operations, guests, and hotels. Six Senses Uluwatu, Bali has committed to sustainability, which includes the elimination of plastic in all departments, organic gardens and farms, locally sourced ingredients, an on-site water bottling plant, food composting, water recycling using environmentally friendly chemicals, and other initiatives., as well as the commitment to zero waste (Six Senses Uluwatu Factsheet, 2019). Following table is the waste production from Six Senses Uluwatu, Bali.

Table 2 Six Senses Uluwatu, Bali Waste Production

Six Senses Uluwatu, Bali		
Waste Production		
Year	Waste Disposal	Waste Recycled
2021	92,025	2,431.11
2020	73,177	853.32
2019	213,839	4,301

(Source: Six Senses Uluwatu, Bali, 2022)

The table above represent the yearly waste production at Six Senses Uluwatu, Bali. There are two categories of data; the waste disposal is the waste were sent to cooperation with local community, and the recycled waste are the waste managed in resort. After pandemic on 2020, the waste produced are increasing as well as the recycled waste. Six Senses Uluwatu, Bali has own program of recycling to reduce the waste sent to disposal as their commitment of sustainability and zero waste. Henceforth, this issue is interesting for the researcher to do in-depth research by using the descriptive qualitative method

## **“The Implementation of The Zero Waste Concept in Operational at Six Senses Uluwatu, Bali”.**

### **1.2 Problems of The Research**

The problem of the research is focused on, “how is the implementation of the zero waste concept in operational at Six Senses Uluwatu, Bali?”

### **1.3 Purpose of The Research**

The purposes of the writer to do this research is to find out the implementation of the zero waste concept in operational at Six Senses Uluwatu, Bali.

### **1.4 Benefits of The Research**

This research hopefully will bring some benefits both theoretically and practically. The benefits to be obtained in this research are as follows.

#### **1. Theoretical Benefits**

Theoretically, this research is expected to provide additional information in supporting as reference material for the next researcher, input for those who read, help and support waste management theories that are related to the zero waste strategies to increase the waste management practice.

#### **2. Practical Benefits**

Practically, the result of this research is expected to be useful inputs and guidelines to the company, to create innovation, therefore, the company can improve the zero waste management in operational, therefore this could bring more profit to Six Senses Uluwatu, Bali.

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

#### **5.1 Conclusion**

Based on the discussion above, the implementation of zero waste concept in operational at Six Senses Uluwatu, Bali has been applied to all departments. Based on the 78 percent achievement of zero waste implementation, Six Senses Uluwatu, Bali is progressing to improve the zero waste implementation with referring to 18 Most Unwanted Items by replacing and reducing plastic usage in operational as well as improvement of waste facilities and human development by training program.

The implementation of zero waste concept is more widely applied in the Sustainability department, because this department is responsible for conducting all other departments to implement sustainability in operations in accordance with corporate guidelines. The application of the zero waste concept in Six Senses Uluwatu, Bali can be described as follows.

#### **1. The Implementation of The Zero Concept in The Scope of Management**

The management scope is the most implemented scope on the top of three other scope, since Six Senses Uluwatu, Bali has done several waste management practices, such as follows.

- a. The exchange within departments and resell activities with local communities, namely BumDes (Bumi Desa) and Lengis Hijau, to manage waste generated, which reduced waste end up to landfill.

- b. Provide waste storage separation based on the waste types, namely wet waste, dry waste, and hazardous waste.
- c. Provide composting area to compost and dispose waste that later can be useful for the environment, such as organic garden.
- d. The “Earth Lab” facilities to recycle waste, such as paper recycling that also the part of guest activities.
- e. Using RO (Reverse Osmosis) system to produce their own water, so that can reduce cost to bought water from supplier.
- f. The regulation of using tumbler and refill station that provided to the staff and using glass bottle for the guest amenities to reduce the usage of plastic bottle in resort.

## **2. The Implementation of The Zero Waste Concept in The Scope of Economic**

The application of zero waste concept has an impact on the budget in each department. Purchasing eco-friendly resources requires more expensive costs than regular resources. However, the implementation of zero waste also has a good impact on reducing costs for waste management. The waste produced becomes less, and also has a good impact on the preservation of nature. The application of zero waste provides additional revenue that obtained from resell activities with third parties or local communities for used cooking oil. The sale of used cooking oil generates additional income for maintenance sustainability activities, since the sustainability department that led by Sustainability Manager that in charge for the resell process with local community, namely Lengis Hijau

### **3. The Implementation of The Zero Waste Concept in The Scope of Organisational**

In the application of the zero waste concept, it is necessary to understand the concept. The hosts or staffs at Six Senses Uluwatu, Bali are given training on history, vision & mission, sustainability values and zero waste. The provision of this training is carried out online and offline to achieve the development of human resources in an organization. Meanwhile, data collection is one of the mandatory things to do for the development of the organization's business. Waste data reporting is usually done daily, where the recording is carried out by the steward and accumulated as monthly recapitulation to Sustainability department.

The organisational scope is the less implemented scope of the four scopes and needs to be executed. The training program needs to be carried out to all of the earch is written, the program has not run yet. Currently, only the new staff are given training especially about zero waste. Therefore, refreshment program needs to be realized in the near future.

### **4. The Implementation of The Zero Waste Concept in The Scope of Regulatory Policy**

Regarding to the implementation of the zero waste, regulatory policy is important in every activity. Six Senses Uluwatu, Bali has zero waste guideline, such as auditing, materials management, and composting, which are applied to operational activities in all departments. In addition, there is monitoring that is carried out once a month to see how the implementation of the zero waste concept as evaluation in making action plans.

## 5.2 Suggestion

Based on the results of the research and conclusions above, the suggestions that can be conveyed for Six Senses Uluwatu, Bali is there are several things that need to be considered in achieving the full implementation of the zero waste concept, such as plastic waste brought in by guests and hazardous waste that cannot be managed at the resort, which is managed in collaboration with the local community. Indicators of storage & separations and recycle & disposal must be improved. Thus, the waste management can be carried out inside the resort. Maintaining the provision of training and refreshment program should be carried out to support the understanding of staff and the implementation of the zero waste concept, which is improved on human resources indicators, namely training programs related to zero waste training. Furthermore, an action plan is needed to increase the percentage of zero waste concept implementation in operational at Six Senses Uluwatu, Bali which can be improved on compliance & monitoring indicators.

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