

**EMPLOYEES PERCEPTION ON IMPLEMENTATION OF
GREEN HOTEL PRACTICE IN ENHANCING WORK
SATISFACTION AT SIX SENSES ULUWATU BALI**



**JURUSAN PARIWISATA
POLITEKNIK NEGERI BALI**

**TOURISM DEPARTMENT
POLITEKNIK NEGERI BALI
BADUNG
2022**

THESIS

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**EMPLOYEES PERCEPTION ON IMPLEMENTATION OF
GREEN HOTEL PRACTICE IN ENHANCING WORK
SATISFACTION 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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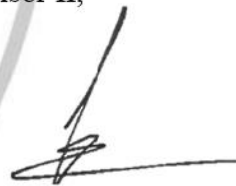
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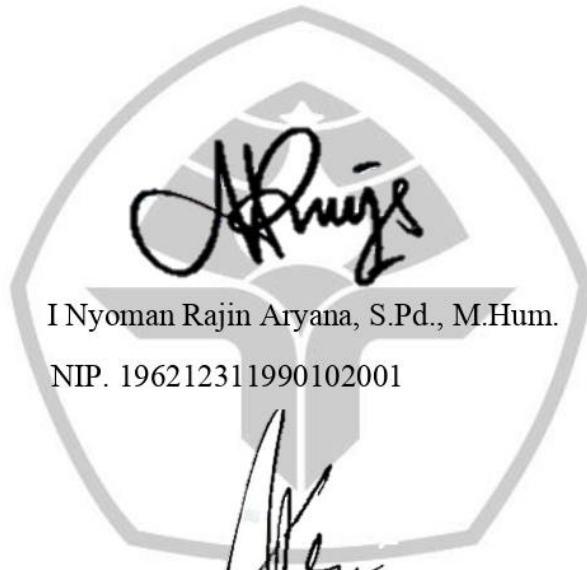
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PREFACE

Foremost, I would like to thank God almighty Jesus Christ who has been given His blessing to the writer in completing the thesis entitled “Employees Perception on Implementattion of Green Hotel Practice in Enhancing Work Satisfaction at Six Senses Uluwatu Bali” The thesis is one of the terms composed of a bachelor thesis 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 thesis could be beneficial for the study as well as the development of the tourism industry.

Badung, July 27th, 2022

The Writer

ABSTRAK

EMPLOYEES PERCEPTION ON IMPLEMENTATION OF GREEN HOTEL PRACTICE IN ENHANCING WORK SATISFACTION AT SIX SENSES ULUWATU BALI

CHRISTY
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ABSTRAK

Penelitian ini bertujuan untuk mengetahui bagaimana persepsi karyawan terhadap implementasi green hotel practice di Six Senses Uluwatu Bali dan tingkat kepuasan karyawan saat berkerja dibawah penerapan Green Hotel Practice yang dianalisis dengan indikator Green Hotel Practice yang terdiri dari efisiensi energi, konservasi air, dan manajemen sampah dengan menggunakan SPSS versi 26.0 Adapun Teknik pengumpulan data yang digunakan dalam penelitian ini adalah dengan observasi, wawancara, distribusi kuesioner, studi kepustakaan, dan dokumentasi. Kuesioner didistribusikan kepada 36 karyawan di Hotel Six Senses Uluwatu Bali. Jenis data yang digunakan merupakan data kualitatif dan data kuantitatif. Selain itu, teknik analisis data yang digunakan adalah Teknik analisis deskriptif kualitatif. Hasil penelitian green hotel practice menggunakan distribusi frekuensi skala Dichotomous pada skala pada SPSS versi 26.0 yang menyatakan bahwa nilai rata-rata penerapan Green Hotel Practice pada kuesioner adalah “sangat kuat diimplementasikan”. Sementara untuk mengukur tingkat kepuasan karyawan menggunakan distribusi skala Minnesota Satisfaction Questionnaire MSQ menyatakan bahwa nilai rata-rata kepuasan kerja karyawan dibawah penerapan green hotel practice adalah 5 dengan nilai “strongly satisfied”. Terbukti bahwa implementasikan praktik hotel hijau pada Six Senses Uluwatu Bali telah dilaksanakan dengan sangat baik dan dapat meningkatkan kepuasan kerja para karyawan.

Kata Kunci: *Pratik hotel hijau, kepuasan kerja karyawan, lingkungan hijau*

ABSTRACT

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ABSTRACT

This research aims to find out how the employee's perception of the implementation of the green hotel practice in Six Senses Uluwatu Bali and a level of employee satisfaction working under the implementation of the green hotel practice. The data of the research was collected through observation, interview, questionnaire distribution, literature study, and documentation. The questionnaire was distributed to 36 employees at Six Senses Uluwatu Bali hotel. The types of data in this study are qualitative descriptive analysis with 3 indicators of Green Hotel Practice include: (1) energy efficiency, (2) water conservation, (3) and waste management. The research result using the frequency distribution of Dichotomous scale with two scale and Minnesota Satisfaction Questionnaire MSQ with five scales on SPSS version 26.0 The research states that the average value of the indicators related to the implementation of green hotel practice was 5 or “strongly implemented”; whilst, the average of aspect enhancing employees work satisfaction’ is 5 or “strongly satisfied”. Thus, it is proven that the green hotel practice implementation at Six Senses Uluwatu Bali had been implemented very well and enhanced the employee’s work satisfaction.

Keyword: green hotel practice, employees work satisfaction, green environment

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The province of Bali was, in a sense, swift and competitive for development and management in the tourism sector (Paramita, 2021). One of the areas that has been encouraging for the development of tourism in Bali is Badung district. This area also included Kuta and Nusa Dua which were areas with well-known as a tourist attraction. The hotel in the Badung district in its development is divided into several classifications. One of the most influential hotels building classifications of its growth is the star's hotel. At the following table 1.1 below is the number of hotels in Badung district according to the statistics center of Bali in 2022:

Table 1. 1
Number of Hotel's in Badung District

Hotel Classification	Year		
	2019	2020	2021
5 Star Hotel	78	62	78
4 Star Hotel	144	134	196
3 Star Hotel	196	140	147
2 Star Hotel	72	51	42
1 Star Hotel	17	11	2

Source: *Bali Statistic Center, 2022*

Table 1.1 shows that hotel growth continued to decline from 2019 to 2020. The decline in growth in 2020 was a result of the COVID-19 pandemic phenomenon. Not only hotel growth but also a decrease in tourist arrivals and other tourism activities. However, in 2021 the growth of hotels from 3-star hotels to 5-star hotels continues to increase, this shows that tourism in Bali is becoming normal.

Six Senses Uluwatu Bali is one of the 5-star hotel industries that approaches the concept of sustainable tourism. At its official website Six Sense Uluwatu Bali explains that developing sustainability is a commitment to create a balance both in construction and operational. This is supported by proving Hotel Six Senses

CHAPTER I

INTRODUCTION

1.1 Background

In the context of climate change and all other harmful effects of pollution cannot be separated from the spotlight of the increasing environmental impact caused by tourism activities, include leakage from community income, pollution, environmental degradation, employees' problems, overbuilding, energy use, overuse of non-durable goods, waste disposal that affects water, soil, and air pollution (Moustafa, et al., 2020). Threats to the environment have led to an increased relevance of sustainability, moving this topic into the center of general public awareness (Auliandri, 2017).

In the hotel industry, many practitioners have struggled to ensure that hotel management is responsible for the environment (Garcia, 2017), the hotel industry should improve their environmental performances as part of their strategies and should explore the consequences of their environmental practices from the perspective of internal stakeholders and must be more attentive to employee environmental behavior (Sibian, 2021). In time, can contribute to the decrease in its negative impact on the environment, numerous hotels then adopted eco-friendly environmental in response to increased concern for tourism sustainability evidenced by a myriad of practices aimed at improving the environmental impact on the hotel industry (Sadiq, et al., 2022). Therefore, practices associated with green concerns are diverse; they may encompass a variety of activities from pollution prevention to stakeholders' education regarding these activities (Laura, 2021).

Uluwatu is one of the first signatories to the Global Tourism Plastics Initiative which also contains some commitments associated with reduction even eliminating plastic use in 2025. Further, claims regarding sustainable tourism in Six Senses Uluwatu there are several such: [sites oneplanetnetwork.org](https://www.oneplanetnetwork.org), [destinationdeluxe.com](https://www.destinationdeluxe.com), [leisureopportunities.co.uk](https://www.leisureopportunities.co.uk).

In its quest to develop a sustainable conceptual hotel, Six Senses Uluwatu already made a range of environmental efforts. Reporting from the official site Six Senses Uluwatu, efforts have included replacing plastic bottles with glass bottles since 2019, donated used oil a total of 1,406 gallons (5.322 liter) to be recycled into biodiesel, and successfully collected 6158-kilograms of garbage from environmental cleanup. Six Senses Uluwatu also supports the endangered animals, the Balinese starlings, by donating a papaya in each month as a feed to birds. While the attempts made by Six Senses Uluwatu Bali Hotel in applying the continuing concept, these efforts are already in tune with aspects of green practice (2019) Waste Management, Water Conservation, and Energy Efficiency.

Moreover, it has been found that employee's green behavior in the hotel industry has an important influence on tourists' perception regarding the quality of the environmental practices in the accommodation facilities (Laura, 2021). That means that, indirectly, the attitude of the tourists regarding the protection of the environment can be influenced by the eco-friendly behavior of the employees. It is essential to examine employee perception or attitude towards green practices because they affect the successful green practice implementation programs not only creating a green culture but being one of the crucial elements to having a greener

hotel industry considering that they demonstrate hands-on green activities in the work environment. Various studies have been conducted relating to environmental concerns. However, the gaps regarding the hotel industry still exist, the majority of them focus on hoteliers' attitudes or awareness including on the area of marketing strategy, often investigating consumer perceptions about green products instead examined the employees' perspectives on green practices (Moise, 2021). Therefore, this issue is interested in being researched under the title "**Employees Perception on Implementation of Green Hotel Practice in Enhancing Work Satisfaction at Six Senses Uluwatu Bali**".

1.2 Problems of The Research

1. How do the employees perceive the implementation of Green Hotel Practice at Six Senses Uluwatu, Bali?
2. How do the green hotel practices influence employees works satisfaction at Six Senses Uluwatu, Bali?

1.3 Purpose of The Research

The purpose of the writer to do this research are:

1. To analyze out how do the employees perceive the implementation Green Hotel Practice at Six Senses Uluwatu, Bali.
2. To analyze out how do the green hotel practices influence employees work satisfaction 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:

1. Theoretical Benefits

Theoretically, this research is expected to provide additional information in supporting other research and can add the list of bibliography in the academic environment. This research is expected to be reference material for the next researcher especially green hotel which can affect environmental performance.

2. Practical Benefits

Practically, the result of this research is expected to be useful inputs and evaluation to the Six Senses Uluwatu, Bali Company regarding the implementing of green practice in enhancing work satisfaction as well as the future view of the green hotel.



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CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

According to the previous chapter of Result and Discussion, there are some conclusions obtained on this research as describe follows:

The implementation of green hotel practice in Six Senses Uluwatu Bali is particularly strongly implemented with several indicator from energy efficiency including from greenhouse gas emissions, using smart control, and energy consumption. Water conservation including from potable water consumption, recycled water source, wastewater treatment, water efficiency, and check for leaks. The average of the indicators results shown that the green hotel practices at Six Senses Uluwatu Bali has been very well implemented.

In applying to the green hotel practices in the hotel's operations at Six Senses Uluwatu Bali has been proven that it can also increase the employees work satisfaction even working under green hotel practice implementation at Six Senses Uluwatu Bali. The indicator of work satisfaction is mentally challenging work, appropriate rewards, supportive working conditions, supportive coworkers, occupational compatibility. From the results of Minnesota Satisfaction Questionnaire MSQ known that no employees stated that they are unsatisfied. It is proven that the green hotel practice at Six Senses Uluwatu Bali can enhance the employee's work satisfaction.

5.2 Suggestion

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

In addition to reducing the carbon footprint, Six Senses Uluwatu Bali is suggested to increase cooperation with local vendors to assist local communities' economies. Six Senses Uluwatu Bali also suggested to create a training program for the local community in order to broaden and provide opportunities for training as evidence of understanding, thus giving additional experience in the hotel world.

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 and how it can enhance the employees work satisfaction. However, it has a lack of an interview with the guest perspective point from the guest and local perspective from the local communities. Thus, this study further suggests more direct interviews with the guest and local communities to find out the other side of perception. In addition, for further studies also can increase the number of respondents so that researchers have much data on in-depth analysis as well as comparisons.

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