

The Relevance of Green Hotel Concept from the Hoteliers Point of View after Pandemic COVID-19

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ABSTRACT

The hotel industry has an impact on the potential of the environmental damage incline alongside with other negative impacts caused by the use of natural resources and high energy in its operational activities (Zengeni et.al.2013). Therefore, it is important to know whether the hospitality industry operates in an environmentally friendly way. After the Covid-19 Pandemic, some points in green hotels that is related with water saving and solid waste are quite affected. This study aims to explore the employees of star hotels about the relevance of Green hotel concept after Covid-19 Pandemic. This research is a combination of quantitative descriptive and qualitative research, where the data were collected through survey by using questionnaires with the respondents of managers and employees of star hotels in Jakarta and Bandung. In addition to data collection through questionnaires, the data were also collected through interviews. This research shows that there is a good understanding of the manager and employees of star hotels regarding the concept of green hotel and how they think of the relevance with the current situation.

Keywords: Hotel industry, green hotel, green hotel attributes, hotel employees, Covid-19 pandemic

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INTRODUCTION

Until the first two months of the year 2020, the hospitality industry in Indonesia were experiencing a vast development. However, this industry has a great impact on the potential of the environmental damage incline and other negative impacts caused by the use of natural resources and high energy in its operational activities (Zengeni *et.al.*2013). Kasim (2004) claimed that the hospitality industry receives a lot of negative spotlight due to its bad impact to the environment, for example the extensive amount of laundry done every day, the use of disposable products, the hot water pool that wasted water and consumed energy to heat up the water, as well as the use of overly harsh cleaning products by the housekeeping department.

As a response, many hotels around the world are beginning to pay attention to the balance between the natural environment, limited resources, public legitimacy, litigation burdens and profitability issues by changing their way of working and practice (Chan *et al.* 2013). The hotel managements started to conduct eco friendly operations by changing their way of working and applying the concept of green hotel. The concept of the green hotel itself is to create eco-friendly lodging properties aimed at minimizing environmental damage by implementing energy management programs, managing water consumption and waste management to save costs and maintain the competitiveness of enterprises.

In Indonesia, the concept of environmentally friendly hotels or green hotels is one of the concepts of sustainable tourism development that began to be developed; as a

result there are additions of hotels in Indonesia that apply the concept of green hotel.

At the end of 2019, the world was shocked by the outbreak of disease. Corona virus disease or what is known as covid-19 and has infected more than one million people worldwide. The emergence of the corona virus began was detected for the first time in China in early December 2019. In March 2020, World Health Organization (WHO) has raised the status of the corona virus to become a global pandemic. Determination of Covid-19 as a global pandemic is based on the increasing number of cases in outside China up to thirteen times as well as the number of countries infected. Hospitality is at the forefront of the pandemic-hit tourism sector covid-19. Since the President of Indonesia,

Joko Widodo, announced a positive case of Covid-19 first in early March, tourist destinations began to close themselves off from visits tourists thus impacting the airline business. Especially after a number of regions impose large-scale social restrictions resulting in tourism, especially the hotel sector, felt an impact decrease in occupancy rate. The occupancy of the majority of hotels has dropped dramatically which means no there is income. Based on data from the Hotel Industry Development Report and Restaurants Related to the COVID-19 Outbreak as of March 15, 2020, hotel performance has decreased with the occupancy rate being around 25% to 50% with an average room rate at the level of 10% to 25% so that the total revenue generated is only around 25% to 50% (BPD-PHRI, 2020).

This situation has raised some questions. Since the hospitality industry now are in the surviving mode, do

they still consistent and committed with the green hotel concept? Do they think that this concept is still relevant? Therefore, this study is exploring the answer to these questions. As a preliminary stage, a survey was conducted to know whether the employees of the hotels have a clear understanding regarding the green hotel concept. The clear understanding is very important because it will work well if it is supported by the relevant stakeholders at the hotel, including employees and hotel managers. The clear understanding also affecting their current point of view. Based on the statements above, a research was conducted under the title of "The Relevance of Green Hotel Concept from The Hoteliers Point of View After Pandemic Covid-19".

LITERATURE REVIEW

Green Hotel

The benefits of tourism are often accompanied by negative issues concerning the environment and social impact. Bohdanowicz and Martinac (2007) stated that 75% of the environmental pollution is caused by the hotel industry that consumes energy, water and materials excessively while doing business. According to Millar and Baloglu (2008), to address the impact, hotels have voluntarily begun to change their practices.

According to Green Hotel Association (2015), green hotels are hotels with an eco-friendly label for saving water, saving energy, reducing solid waste, recycling, and reusing durable service items, all practices which aim to protect the one and only earth (Kushwaha and Sharma, 2016). Thus, Siti-Nabiha *et al.*, (2014) stated that green hotels are the future trend for consumers to reduce pollution emissions in the tourism and hospitality industries. Green hotels are environmentally friendly hotels with water conservation, energy saving, and reduction of solid waste programs in order to control costs and to help maintaining the environment.

Furthermore, Lanjewar (2015) said that green hotel is an eco-friendly luxury hotel development, where managers set programs such as saving water, saving energy, reducing solid waste, reuse and recycle, and using environmentally friendly products. Not only to save costs, but also to protect our only earth. In conclusion, green hotel is a hotel that operates responsibly to the community, community, local culture, and the surrounding environment (Verma and Chandra, 2016). Green hotels can also be referred to as eco-friendly hotels, ecologically friendly hotels, or environmentally friendly hotels (Millar and Baloglu, 2008). Measures taken for short, mid and long-term cost savings are:

1. Use of fluorescent lamps to save energy.
2. Reuse of linen to save water, detergent, energy, and greenhouse gases.
3. Low water flow to save water and energy.
4. Local products to save on transportation costs.
5. Installation of green roof to save energy.
6. Installation of solar heating to save energy.

Hotels have seen benefits such as reduced cost and liabilities, high return and low-risk investments, increased profits, and positive cash flows (Zengeni *et al.* 2013). Knowing that the benefits and incentives gained grows the popularity of the green hotel, the hotel consistently became greener.

It is almost impossible for the hotel to go green without the cooperation from its guests, as many guests expect amenities such as fresh linens, high pressure water showers, and abundant supplies of food and beverages. Therefore, hotels should encourage guests to behave responsibly to the environment and convince them that the efforts made are good for all parties. When guests have positive concepts, perceptions and introductions about green hotels, they can be attracted to the concept of green hotels and participate in maintaining the environment.

The implementation of green hotel is an important component in the sustainability of hotel business, and managers do not only mitigate impacts, nature conservation, cultural preservation and balance only, but with the role of green hotel management can make operational cost savings and create good management reputation (Sinangjoyo, 2013). The hotel industry makes a big impact on the environment; therefore, hotel certification for environmental protection efforts is becoming a trend, such as ISO 26000, ISO 14001, and ECOTEL, and many more.

Green Hotel Attributes

Attributes in the green hotel identified by Millar and Baloglu (2008) are: 'use of energy saving light bulbs in the sleeping area of the room', 'use of energy saving light bulbs in the guest bathroom', 'use of low flow toilets in the room', 'use of low flow faucets in the room', 'use of low flow showerheads in the room', 'refillable soap dispensers instead of bars of soap', 'refillable shampoo dispensers instead of individual bottles', 'a towel re-use program', 'sheets changed only if requested (for stays up to three nights)', 'recycling bins in the guest room', 'occupancy sensors used to control lighting in the room', and 'keycards that turn power to the room on and off'.

The following activities can support the hotel's green attributes:

1. Waste treatment
The waste in hotels can reach up to 30 pounds in every room and every day in the form of paper and food waste.
2. Water usage control
According to UNEP (2003) in the United States, the tourism and recreation industries consume 946 million cubic meters of water per year, where it accounts for 60% of water consumption from guests, building and property maintenance and laundry activities and the remaining 13% is from the restaurant.
3. Power consumption settings (energy)
According to Bohdanowicz (2006), the hospitality industry is a consumptive industry; hence it requires an attribute that can suppress the use of electricity or energy, such as a solar panel, or a sensor installed in each room where the electricity will automatically turn off if there is no one in the room.

The Understanding of Hotel Management and Employees

Several studies have been conducted in the hospitality and tourism sectors that focus on awareness and attitudes of employees towards a sustainable environment (Bohdanowicz, 2006) which stated that employees are the most important component in the successful implementation of green practice in the hospitality

industry. Employees play an active role in eco-friendly culture success because the work activities employees have showed the attitude of environmentally friendly at where he works.

Therefore, knowledge and environmental awareness of employees in implementing the green practice are needed (Chan, *et al.*, 2014).

When a hotel adopts a green practice, the employees receive additional tasks and need to be trained to deal with environmentally friendly programs. For example, the employees working in the hotel office may be required to use double-sided machines for printing and photocopying, the room attendants need to adjust the room temperature and sort waste for recycled products such as plastic bottles, the chef is required to turn on cooking utensils only if necessary and not leave them until the end of the shift, since the kitchen can consume about 15 percent of all electricity and fossil fuels at the hotel, laundry staff are asked to wash a lot at a time, and staff in the purchasing department need to spend extra time looking for environmentally friendly products and equipment.

The level of employee awareness of the environmentally friendly attitudes is influenced by personal attributes such as demographic characteristics, age, gender and level of education, even the role of employers (Chan, *et al.*, 2014).

According to (Chan, *et al.*, 2014), the lack of employee knowledge and skills are major obstacles that can prevent wider employee participation. Furthermore, hotel employees consider the benefits of green practice practices are small for them and have the perception that they only contribute to the hotel's profits. Employees may feel overwhelmed by the practice of green practice as it can lead to additional work hours.

Insync (2008) surveyed 14,000 employees and concluded that there is a strong correlation between employee perceptions of the hotels in which they work to be more environmentally friendly and their commitment to all of the hotels' efforts. To achieve the practical benefits of green practice, the hotel needs to have a lot of time and effort in communicating the vision of green practice to employees, through training and motivation to increase employee engagement in green practices. According to Kim (2009), green practice practices can provide a potential increase in employee salaries, if the practice of green practice is successfully implemented and gain an advantage.

METHODOLOGY

This research is an exploratory research to get an idea of the level of understanding of the managers and employees of star hotels regarding the concept of green hotels. The research strategy used is survey research.

The study was conducted at four- and five-star hotels in Jakarta and Bandung. In this research, primary data is obtained from:

1. Questionnaire

Questionnaires were distributed to employees and managers of star hotels in Jakarta and Bandung. The main ideas extracted from the questionnaire are the

understanding of green hotel concept, green hotel attribute and socialization of green concept of hotel. The number of questionnaires distributed was 240 with 169 questionnaires valid.

2. Structured Interview

Structured interviews were conducted on several star hotel managers in Jakarta and Bandung. In the interview, guidelines that have been prepared before were used to get optimal results.

Secondary data is obtained from various other sources that can be accountable and reliable, for example from the Central Bureau of Statistics, the local Tourism Office, internet websites, papers or studies. The population in this study is the managers and employees of star hotels in Jakarta and Bandung.

The distribution of the questionnaire was left entirely to the hotel, in this case causing the researcher to collect the data only to the sample alone. The determination method of sampling in this research is Non-Probability Sampling by using purposive sampling method.

RESULTS AND DISCUSSION

Overview of Research Implementation

Prior to the distribution of the questionnaire, the permit was approved by every hotel via phone and e-mail. The distribution of this questionnaire is done in stages in accordance with the time available from each hotel. The questionnaire obtained is processed into data using SPSS (Statistical Product and Service Solutions) program with validity, reliability and descriptive analysis method.

Validity - Reliability, Descriptive Data and Respondent Characteristics Test

1. Validity and Reliability

The result of the validity test is as follows: The number of samples (n) is 169 and the significance level is 0.05. Thus, r table in this research is: $r(0.05, 169-2 = 167) = 0.1510$. If r arithmetic is greater than r table then the statement is valid.

Based on the results of the test reliability shows the coefficient of reliability alpha (r arithmetic) 0.900 greater than (r critic) 0.60, so it can be concluded that 28 items statement of research instruments that measure the understanding of green hotel concept is declared reliable. A reliable variable if it has cronbach alpha > 0.60.

2. Descriptive Data

The number of respondents in this study is 169, collected from the total of six hotels mentioned above. Descriptive analysis below shows the minimum and maximum value of each item statement of the questionnaire. The minimum value is the lowest value for each statement item.

While the maximum value is the highest value for each item statement in the study. The mean value is the average value of each item of the statement under investigation. Standard deviation is a data used in research that reflects the data is heterogeneous or homogenous that is fluctuating.

Descriptive Statistic

No.	Question/Description	Min	Max	Mean	Strongly Agree	Agree	Not Agree	Strongly Not Agree	Std. Deviation
A.	Green Hotel Concept								
1.	Green hotel is an environmentally friendly hotel with a water conserving, save energy and reduce solid waste program to help maintain the environment and control costs.	3	4	3.75	75,1%	24,9%	0,0%	0,0%	0.433
2.	Green hotel is an effort to support sustainable tourism.	2	4	3.68	68,6%	30,8%	0,6%	0,0%	0.480
3.	The hotel where I work has applied the concept of green hotel.	2	4	3.35	40,8%	53,3%	5,9%	0,0%	0.590
4.	Implementation of green hotel practices and concepts affect hotel operating costs.	2	4	3.30	35,5%	59,2%	5,3%	0,0%	0.565
5.	To support the green hotel concept, hotels require a large cost in the process of installing new technologies.	2	4	3.02	18,3%	65,1%	16,6%	0,0%	0.592
6.	The green hotel concept gives advantages for myself.	2	4	3.21	26,6%	68,0%	5,3%	0,0%	0.525
7.	The green hotel concept burdens my work.	1	3	2.30	4,7%	26,6%	62,1%	6,5%	0.660
8.	Working in a green hotel gives a positive influence on the concern of the environment	3	4	3.41	40,8%	59,2%	0,0%	0,0%	0.493
9.	Each department provides training on green hotel practices and concepts.	1	4	3.09	23,1%	64,5%	11,2%	1,2%	0.620
10.	The training and concept of green hotel is done at least 3 times per year.	1	4	2.91	17,2%	56,8%	25,4%	0,6%	0.666
11.	There is a certain slogan to support the hotel's green program	2	4	3.09	19,5%	70,4%	10,1%	0,0%	0.537
12.	Socialization of the given program is well presented and easy to understand.	2	4	3.14	21,9%	70,4%	7,7%	0,0%	0.527
No.	Question/Description	Min	Max	Mean	Strongly Agree	Agree	Not Agree	Strongly Not Agree	Std. Deviation
B.	Green Hotel Attributes								
I.	Water Conservation								
13.	The hotel where you work arranges running water in the guest rooms with low pressure.	1	4	3.01	20,1%	63,3%	14,2%	2,4%	0.664
14.	There are signs of water savings information (in the form of stickers, boards, etc.) in the hotel area.	1	4	3.30	38,5%	53,3%	7,7%	60,0%	0.632

15.	Housekeeping department is instrumental in helping to save water at the hotel.	2	4	3.38	46,2%	46,2%	7,7%	0,0%	0.627
16.	The housekeeping attendant replaces towels and linens only if required by guests.	1	4	3.27	39,1%	49,1%	11,2%	0,6%	0.677
17.	The hotel recycles water and collects rainwater so it can be used for other activities such as watering plants, sprinklers for toilets, and so forth.	1	4	2.93	24,3%	46,7%	26,6%	2,4%	0.776
II.	Energy Conservation								
18.	There are solar panels mounted for water heater, sauna, street lighting etc. to support electricity savings.	1	4	3.04	20,7%	63,3%	15,4%	0,6%	0.621
19.	The electricity in the guest rooms automatically turns off when guests leave the room.	2	4	3.33	44,4%	43,8%	11,8%	0,0%	0.677
20.	Light settings in public areas are done automatically.	2	4	3.20	35,5%	48,5%	16,0%	0,0%	0.692
21.	There is an air conditioning setting in the hotel area.	2	4	3.36	49,0%	58,6%	2,4%	0,0%	0.530
22.	The hotel uses hotel equipment and supplies with low electrical power (eg lights, ovens, hairdryers, computers, etc.).	2	4	3.10	22,5%	65,1%	12,4%	0,0%	0.584
No.	Question/Description	Min	Max	Mean	Strongly Agree	Agree	Not Agree	Strongly Not Agree	Std. Deviation
III.	Solid and Liquid Waste Reduction								
23.	There are community care programs by optimally utilizing the waste (eg: the remaining food that is not consumed by the guests on the buffet is channeled to certain groups of people to be used as livestock feed).	1	4	3.03	23,7%	59,2%	13,6%	3,6%	0.719
24.	The shampoos and soap provided in the hotel room is no longer in a disposable packaging but in a refillable package.	1	4	2.72	18,9%	35,5%	44,4%	1,2%	0.779
25.	There is a separation between organic and non-organic waste.	2	4	3.39	42,0%	55,0%	3,0%	0,0%	0.547
26.	There is an initiative or effort to save paper (using used paper).	2	4	3.42	43,8%	54,4%	1,8%	0,0%	0.530
27.	The hotel uses environmentally friendly products and detergents.	1	4	3.33	39,6%	54,4%	5,3%	60,0%	0.605
28.	There is a solid waste recycle program.	1	4	3.05	27,8%	50,9%	20,1%	1,2%	0.726

From the table above it can be seen that in general 75.1% of respondents stated strongly agree with the average value 3.75, thus it can be concluded that respondents strongly understand the concept of green hotels. Then, 68.6% of respondents strongly agreed with the statement that green hotel is an effort to support sustainable tourism in which the hotel operates by reducing the impact on the environment. 53.3% of respondents agreed with an average rating of 3.35, which means that respondents strongly understand that the hotel where he works is a hotel that supports the concept of green hotels. After that, 59.2% of respondents agreed with an average score of 3.30 that they are very aware of the implementation of green hotel practices and concepts affect hotel operating costs. 65.1% of respondents stated strongly agree with the average value of 3.02 that hotels require a large cost in the process of installing new technologies to support green hotel.

This is reinforced by the results of interviews that have been obtained that the installation of attributes to apply the concept of green hotels requires a high cost at first but the hotel will get a greater advantage because the installation of these attributes is a long-term investment. In general, 68% of respondents agreed with the average value of 3.21, that they agree the concept of green hotels provide benefits for themselves.

This is consistent with the results of interviews where respondents said that the application of the concept provides benefits for themselves so that it can be applied to family members at home to care about the environment. In addition, 62.1% of respondents expressed disagreement with the average value of 2.3, which stated that respondents believe the concept of green hotel does not burden their work. This is also reinforced by interviews that respondents are happy to take part in the green hotel program. Lastly, 59.2% of respondents agreed with an average score of 3.41 that they strongly understand and agree that working in hotels that apply the concept of green hotels provide a positive influence on environmental awareness.

From the eight items statement above it can be seen that 125 respondents or 73.96% stated "Strongly Understand", as the value of each questionnaire item statement is within the interval 25-32. As many as 44 respondents or 26.03% claimed "Understand" because the value of each item statement questionnaire is within the interval 17-24. The result is obtained from the calculation as follows:

$$\begin{aligned} \text{Strongly Understand} & : \frac{125}{169} \times 100\% = 73.96\% \\ \text{Understand} & : \frac{44}{169} \times 100\% = 26.03\% \end{aligned}$$

Respondents strongly understand and agree with the training on the practice and concept of green hotels in every department, as 64.5% of respondents agreed with an average rating of 3.09. Then, respondents understand and agree there will be training on the concept of green hotel done at least three times; with 56.8% of respondents agreed with an average rating of 2.91. Respondents strongly understand and agree with the existence of certain slogan in an effort to support green hotel program, with 70.4% of respondents

agreed with an average rating of 3.09. This is in line with the interview results where the respondent said that in the hotel where he works there is a slogan "plant for the planet" with real actions such as reducing the washing of three towels the same as planting a tree. Respondents strongly understand and agree that the socialization of the given program has been delivered well and easy to understand with 70.4% of respondents agreed with an average rating of 3.14.

From the four items statement above it can be seen that there are as much as 54 respondents or 31.95% who "Strongly Understand", because the value of each item statement questionnaire is within the interval 13-16. Furthermore, as many as 111 respondents or 65.68% said "Understand" because the value of each item statement questionnaire is in the interval 17-24. Lastly, there are four respondents or 2.36% which claimed "Do Not Understand" because the value of each item statement questionnaire is in the interval 5-8. The result is obtained from the calculation as follows:

$$\begin{aligned} \text{Strongly Understand} & : \frac{54}{169} \times 100\% = 31.95\% \\ \text{Understand} & : \frac{111}{169} \times 100\% = 65.68\% \\ \text{Do Not Understand} & : \frac{4}{169} \times 100\% = 2.36\% \end{aligned}$$

63.3% of respondents agreed with an average rating of 3.01, thus it can be concluded that the respondents strongly understand and agree that the hotel where they work are arranging low pressure water flow in the guest rooms. It is also found in the hotel that we examined that there is a tap water saver in the guest room where the appliance works with water pressure remains profusely but saves the volume of water released. Then, respondents strongly understand and agree, the results are also supported by interviews where there are stickers appeal to the use of energy in guest rooms and bathrooms available in public areas of the hotel with 53.3% of respondents agreed with the average value of 3.30. Respondents strongly understand and agree that if the housekeeping department runs a water conservation program well, it will give a positive influence in the amount of water used, as 46.2% of respondents stated strongly agree and agree with the average value 3.38. Generally, 49.1% of respondents agreed with the average value 3.27 that they strongly understand and agree to the statement that housekeeping officers (housekeeping) replace towels and linen only if guests request. 46.7% of respondents agreed with an average rating of 2.93; that respondents strongly understand and agree to the hotel statement to do water recycling for watering plants, water sprinklers for toilets, and so forth.

After that, 63.3% of respondents agreed with an average rating of 3.04; hence it can be concluded that respondents strongly understand and agree to the use of solar panels to support electricity savings. Furthermore, 44.4% of respondents stated that they strongly agree, with the average value of 3.33, that they strongly understand and agree to the idea of automatically switched-off electricity in the guest

room when the guest leave the room. Respondents strongly understand and agree to the statement of lighting arrangements in public areas are done automatically with 48.5% of respondents agreed with an average of 3.20. Out of 169 respondents, 58.6% of respondents agreed with the average value 3.36, thus it can be concluded that the respondents strongly understand and agree to the air temperature setting in the hotel area. In addition, 65.1% of respondents agreed with the average value of 3.10 that green hotels should use equipment and equipment with low electrical power.

In general, 59.2% of respondents agreed with an average value of 3.03 stated that they strongly understand and agree with the optimal utilization of waste. This is in line with the interviews that the hotel has used the waste of food assisted by a third party to be used as animal feed. In general, 44.4% of respondents said that they do not agree with the average value of 2.72, where they are quite aware of the statement of shampoo and soap provided in the hotel rooms are no longer in disposable packaging but in the form of refillable packaging. On top of that, 55% of respondents agreed with an average of 3.39; hence it can be concluded that respondents strongly understand and agree to a separation between organic and nonorganic waste to support green hotel concept. Respondents strongly understand and agree that in an effort to carry the concept of green hotels, hotels should have an initiative or effort to save (by reusing paper); as 54.4% of respondents agreed with an

average rating of 3.42. Next, 54.4% of respondents agreed with an average rating of 3.33 that the hotel must use environmentally friendly products and detergents. Lastly, 50.9% of respondents agreed with an average value of 3.05; it can be concluded that the respondents strongly understand and agree with the solid waste recycling program.

From the 16 items statement above it can be seen that respondents who "Strongly Understand" are as much as 97 respondents or 57.39%, as the value of each questionnaire item statement is within the interval 49-64. There are 72 respondents or 42.60% who claimed "Understand", as the value of each questionnaire item statement is within the interval 33-48. The result is obtained from the calculation as follows:

$$\begin{aligned} \text{Strongly Understand} & : \frac{97}{169} \times 100\% = 57.39\% \\ \text{Understand} & : \frac{72}{169} \times 100\% = 42.60\% \end{aligned}$$

3. Respondent Characteristics

Respondent Characteristics are divided into four categories namely gender, age, department and position at four- and five-star hotel in Jakarta and Bandung. Based on the table below, out of 169 respondents 52,07% are male and 47,93% are female. In addition, 37.87% of the 169 respondents are 26-30 years old, and 20.12% of the 169 respondents are in the front office departments. Most of the respondents are employees, with 67,46% or equal to 114 people.

Respondent Characteristics

		Total	Percentage
1. Gender			
	Male	88	52,07%
	Female	81	47,93%
	Total	169	100,00%
2. Age			
	20 -25	66	39.05%
	26-30	64	37.87%
	31-35	30	17.75%
	36-40	5	2.96%
	>40	4	2.37%
	Total	169	100,00%
3. Department			
	Sales & Marketing	23	13.61%
	Front Office	34	20.12%
	Food & Beverage Service	27	15.98%
	Housekeeping	31	18.34%
	Administrative & General	21	12.43%
	Food Production	26	15.38%
	Engineering	7	4.14%
	Total	169	100,00%

4. Position				
	Manager		12	7.10%
	Supervisor		43	25.44%
	Employee		114	67.46%
	Total		169	100,00%

The results of the interview show that mostly the hotels' employees think that applying green hotel concept is part of the obligatory responsibility undertaken throughout the hotel, but from oneself it also shows commitment. They agree that the management must have a commitment to maintain the environment and is equipped with the knowledge about green hotel. As the connection to their daily life, they agree if this concept is being applied, by how a hotel does its operations by minimizing the impact on the environment. Because personally they will also become very disturbed if there is an industry or company that is located beside housing area and giving negative impact by polluting the environment directly.

The hotel's strategy to invite managers and employees to understand and be willing to apply the concept of green hotel in its daily operational activities are giving training for each new employee, where they are always advised to know the hotel programs related to green hotel concept. However, after the pandemic they admit that the focus of their hotels is more into how to survive the business. This is about how to still generate revenue when the tourism and hospitality industry were badly hit because of the Covid-19 Pandemic. The government policy, instructing all government office to do normal daily operation and implementing their programs have been a great help because many meetings, conference and seminar were running again in the hotels with strict health protocols. In addition, the Clean, Health, Safety and Environment Sustainability (CHSE) certification programs also being implemented.

Actually, the CHSE program is quite in line with green hotel concept. Some aspects were affected though, like the hotel now can not be strict in saving the water anymore because to counter the Covid-19 people have to do hand washing as frequent as possible. For staying guest, they tend to do more shower and change their linen (especially towel) more frequently. Then, water saving can not be done as effective as before pandemic.

The next affected things are the use of tissues. The tissues have to be available everytime for the guests to dry their hands after handwashing. In addition, more tissues are needed because people will spray sanitizers on to the table, the chairs and anything that they are going to touch and use tissues to wipe it. The solid waste that come from the used mask are also become one issue that have to be addressed by the hotel. They have to handle it properly so that will not become a harmful matter.

CONCLUSION

Based on the results from research and interviews, the general understanding level of hotel managers and employees at six hotels in Jakarta and Bandung on the concept of green hotel are as much as 73.96% "strongly understand" and 26.03% "understand". Green hotel is a concept that gives influence and positive impact to the

surrounding environment. In addition, commitment is the most important and fundamental thing as it can affect the viability of a decent environment to be enjoyed by the future generations of children, such as clean water, clean air, natural energy that is still available and of course a clean environment. In addition, there are as many as 31.95% stated "strongly understand", 65.68% "understand" and 2.36% "do not understand" in relation to the socialization of the hotel green program is held at least three times a year. This socialization is supported by the slogan in every hotel and the green hotel programs are well-delivered and easily understood; thus, that hotel managers and employees can run the green hotel program every day both in work and daily life as well as to bring a positive influence for themselves, the environment and others. Furthermore, 57.39% stated "strongly understand" and 42.60% "understand" that the green hotel attribute can support the concept of green hotel. The hotel has been gradually trying to make long-term investment in the installation of attributes that can support the green activities of the hotel.

SUGGESTION

The managers and employees of the hotel need to have the right commitment and understanding of each individual in order to participate in the implementation of green hotel concept. Not only to do it as part of the profitable job demands for the hotel, but they must also have the right mindset about the concept of green hotel run; that this action is a good thing for the environment, yourself and the next generation. As for hotels that have run green hotel programs, it is advised to continue to maintain and improve the existing programs. On top of that, it is needed to have a regular evaluation in order to maintain the commitment of every hotel employee and to improve the service quality of the hotel. The socialization of the hotel is also needed so that employees can better understand that the program is run not only for the benefit of the hotel alone but also to support the sustainable tourism efforts in Indonesia.

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