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Awareness of employees on environmental management system at Maya Sanur Resort and Spa: A study applied to front office department

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Abstract: This study aims to assess the employees' awareness of Environmental Management System (EMS) in the Front Office Department of Maya Sanur Resort and Spa. This research collected data through observations and questionnaire distribution. The research sample employed a saturated sampling technique involving 30 respondents. The questionnaire was distributed to the respondents via a QR barcode with online links. The data obtained from the questionnaire were analyzed using SPSS 26 for Windows software, employing frequency, mean, and standard deviation as data analysis techniques to evaluate the implementation of EMS in the front office department of Maya Sanur Resort and Spa. Additionally, correlation analysis was used to measure the relationship between employees' awareness and the implementation of EMS. The result shows that the correlation analysis results demonstrate a strong correlation between employees' awareness of EMS and its implementation in the front office department of Maya Sanur Resort and Spa, with a correlation coefficient value of 0,671. However, three areas still need to be optimal regarding saving energy. These areas include providing natural ventilation lighting, sub-optimal use of air conditioning, and inadequate rechargeable equipment and batteries, so it takes effort to remind each employee about the importance of implementing an Environmental Management System (EMS) in the front office department to help companies increase their ability to improve environmental quality. Therefore, it is recommended that Maya Sanur Resort and Spa provide training for employees regarding implementing the EMS. This training should be conducted for all front office employees, including daily workers (DW) and trainees, to ensure they understand the importance of implementing the EMS and its impact on the hotel and the environment.

Keywords: environmental management system, employees awareness, front office

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Introduction

The development of tourism industry in the current era of globalization is rapidly growing. Tourism is one of the mainstay sectors that have the potential to be developed to advance development in Indonesia. Many tourist destinations in Indonesia have their beauty and characteristics. One of the most popular is the island of Bali. Tourism in Bali offers natural beauty, unique customs, and the hospitality of the people, which is an added value for tourism in Bali. Thus, the number of tourist visits to Bali will continue to increase.

To attract tourists, we must be ready in all aspects, both the quality and quantity of services from human resources and facilities from the tourism sector. Accommodation is essential, especially for tourists who visit tourist destinations for more than a day or spend the night at tourist destinations. The tourists staying at the hotel are starting to pay attention to matters relating to protecting the environment, for example, differentiating organic and non-organic waste and choosing hotels with natural concepts and environments. According to Sharma & Prakash (2021), with increasing environmental awareness, the hospitality industry is also taking initiatives to incorporate eco-friendly measures into their daily operations, such as reducing

waste and saving energy. In an effort to protect the environment, the standard set by the government is ISO 14001 regarding Environmental Management Systems (EMS). According to Habibi (2022), improving the effectiveness of environmental management is an important reason for a company to establish an environmental management system. rganizations express through actions that not only is environmental friendliness necessary, but environmental preservation is also paramount. These practices will give benefit to organization (Daud et al., 2019). One way to achieve an excellent Environmental Management System (EMS) can be to start from a small scope, such as an organization or department within a hotel. According to El Shafey et al. (2018), EMS can provide a framework for organizations that wish to manage their environmental affairs effectively. Currently, many hotels still need to implement an excellent Environmental Management System (EMS) so that they are less attractive to guests and less able to protect the surrounding environment, especially in waste management and energy saving.

One of the five-star hotels implementing an eco-friendly concept is Maya Sanur Resort and Spa. Hotel management implements eco-friendly practices by its employees, a policy agreed upon with hotel management in protecting the surrounding environment. However, implementing an Environmental Management System (EMS), especially in the front office, has not been implemented optimally. Employee awareness regarding good ecological management can help implement environmental management in hotels. Environmental Management System (EMS) needs to be further improved so that employees in the front office department can assess awareness and the extent to which employees can implement an excellent Environmental Management System (EMS), which can start with energy saving and waste management, especially paper waste.

Based on the researcher's observations during the study conducted at Maya Sanur Resort and Spa, implementing energy-saving measures has yet to be optimally executed. Figure 1 shows that several employees forgot to close the back-office door equipped with an air conditioning (AC) system. This behavior has been observed by researchers for six months.

Figure 1. Several employees forgot to close the back-office door that was using AC
Source: personal document

However, it is crucial to close the door as leaving it open allows the cool air generated by the AC to escape the room while allowing hot air from outside to enter. Consequently, the AC unit must work harder to maintain the desired temperature, increasing electricity consumption. The results of research conducted by El Shafey et al. (2018), recommend the need to pay attention to the implementation of environmental practices and increase employee awareness of good practices (Energy Savings, Water Conservation and Waste Management). Considering this issue, it is necessary to conduct a research study to assess the employees' awareness of the importance of implementing an Energy Management System (EMS). However, in this research, the author focused on the front office department because this department is directly related to guests. Tourists who enter the hotel will give a first impression of the hotel.

Literature Review

Enviromental Awareness

Awareness of the environment is one of the most critical aspects that someone must own in managing the environment because awareness of the environment includes a person's concern for the quality of the environment in which they live. According to Jamanti (2014), awareness means thinking. If you want a change in society, on a large or small scale, the first step is to change how you feel. Consciousness is the result of the way of thinking of a group of people, and each thought is separate from others. Awareness is a person's psychological level in recognizing, understanding, and responding to events that occur, both events in their environment and events that occur within them. Awareness refers to understanding the connections between our daily actions and the environment (Xu et al., 2020). Handoyo et al. (2021), also agree with this that Environmental awareness is creating general awareness of environmental problems and their causes by bringing about changes in perceptions, attitudes, values, and skills needed to solve problems related to the environment. It is the state of being aware of, having knowledge of, and being aware of the external environment in which one lives and works, which tends to influence one's development and behavior. Environmental awareness is to understand the environmental issues and measures to be taken to bring about good practices towards environmental conservation (Mkumbachi et al., 2020).

Environmental Management System (EMS)

According to Diaz de Junguitu & Allur (2019), environmental management is part of overall management which includes organizational structure, planning activities, responsibilities, practices, procedures, processes, and resources to develop, implement, achieve, review, and maintain environmental policies. The system regulates how business and industrial activities organize the environment so that it remains healthy and safe from the risk of pollution. Guidance on planning and implementing an Environmental Management System is available in the ISO 14001 series. According to Habibi (2022), improving the effectiveness of environmental management is an important reason for a company to establish an environmental management system. According to El Shafey et al. (2018), Environmental Management System (EMS) consists of 2 dimensions: Waste Management and Saving Energy.

Waste management include: using recycled paper for internal purposes, use the back of the paper to write small notes, use paper when it is confirmed by the guest only, minimize disposable tools such as paper cups when giving welcome drinks, collecting old stored paper for recycling.

Saving energy include: turn off equipment and lights when not in use, natural light and ventilation are used whenever possible, the air conditioner must be adjusted to the ideal and normal temperature, use energy-saving appliances and rechargeable batteries, the door is closed when using the air conditioner in the room.

Based on the explanation and definition of the Environmental Management System (EMS) described, researcher can understand that the Environmental Management System is a company management system as a whole consisting of systematic regulations covering organizational structure, responsibilities, procedures, processes, and resources to reduce the environmental damage that occurs as a result of company construction or the energy and equipment used by the company.

Methodology

According to Sugiyono (2023), the population is a generalization area consisting of objects or subjects with specific qualities and characteristics determined by the researcher to be studied and then concluded. The population in this research were all front office staff at Maya Sanur Resort and Spa. The sampling method used in this research is saturated sampling. The sample used in this study was 30 respondents. All of these respondents are hotel employees. This research was conducted for six months at Maya Sanur Resort and Spa to observe the awareness of the Front Office employees concerning the implementation of EMS at the hotel. At

first, unstructured observation in which direct observations without involving the staff were conducted. Secondly, the data was collected by distributing questionnaires using a QR Code.

The questions on EMS are divided into waste management and energy saving, meanwhile those on awareness contain knowledge, understanding, attitudes, and actions. The indicators in this research use references from El Shafey et al. (2018) and Kumah et al. (2022). Indicators can be seen in Table 1 and Table 2. Validity and reliability test was conductd to these questions.

Table 1. The Variable of environmental management system

Variable	Indicator	Operational Variable
Environmental Management System (EMS)	Waste Management	a) Using recycled paper for internal purposes b) Use the back of the paper to write small notes c) Use paper when it is confirmed by the guest only d) Minimize disposable tools such as paper cups when giving welcome drinks e) Collecting old stored paper for recycling
	Saving Energy	a) Turn off equipment and lights when not in use b) Natural light and ventilation are used whenever possible c) The air conditioner must be adjusted to the ideal and normal temperature d) Use energy-saving appliances and rechargeable batteries e) The door is closed when using the air conditioner in the room

Source: El Shafey et al. (2018)

Table 2. The Variable of awareness

Variable	Indicator	Operational Variable
Awareness	Knowledge	Employee's knowledge about environmental management system
	Understanding	Employees understand the environmental management system
	Attitude	Remind each other employees to keep the environment
	Behaviour	Apply actions that are already understood about the environment by taking positive actions related to the environmental management system

Source: Kumah et al. (2022)

A validity test is used to measure the validity of a questionnaire (Snyder, 2019). The measuring tools referred to here are the questions in the questionnaire. Validity Test Criteria This article describes a validity test that correlates the score of each indicator with the total score. The significance level used is 0.05.

The test criteria are:

a. H0 is accepted if r count > r table (measuring instrument used is valid). H0 is rejected if the r statistic is the r table. (Measuring tool used is not valid)
b. How to determine the value of R table = df (N-2), the significance level of the two-way test. For example, R table = df (13-2, 0.05). To get the value of the R table, we have to look at the bold R.

Following the validity test, reliability test was carried out. Questionnaires can be called reliable if the answers to the statements give consistent or the same results (do not have much difference). The instrument is reliable if the Alpha Cronbach reliability coefficient is more than 0.70 (ri > 0.70). Streiner himself (2003) states that the Alfa Cronbach reliability coefficient should not be more than 0.90 (ri < 0.9). The questionnaire instrument is declared unreliable if the Cronbach Alpha reliability coefficient is less than 0.70 (ri <0.70). Furthermore, the questionnaire instrument is reliable for this research if the Cronbach Alpha reliability coefficient is more than 0.70 (ri> 0.70).

The data analysis techniques used in this study were frequency, mean, and standard deviation. In this research, the first thing to look for is to find the average value (mean) by entering the frequencies in the data tabulas table and then calculating it with SPSS 26. Another data analysis technique used was correlation analysis that is to measure the close relationship between awareness (variable X) and EMS (variable Y). The correlation analysis will obtain a

value called the correlation coefficient. The correlation coefficient can be positive or negative, and the correlation coefficient values range from -1 to +1. A negative correlation coefficient indicates a negative correlation; vice versa, a positive correlation is characterized by a positive correlation coefficient. Interpretation of The Correlation Analysis can be seen in Table 3.

Table 3. Interpretation of the correlation analysis

Interval Koefisien	Relationship Level
0,80 – 1,00	Very strong correlation
0,60 – 0,79	Strong correlation
0,40 – 0,60	Moderate correlation
0,20 – 0,39	Weak correlation
0,00 – 0,19	Very weak correlation

Source: (Papageorgiou, 2022)

Results and Discussions

The results are described in simple form for providing easier overview on the situation of the research at Maya Sanur Resort and Spa. The questionnaire distributed to 30 FO employees covers several characteristics of nationality, gender, age, employment type, and length of service. Characteristics of respondents can be seen in Table 4.

Table 4. Characteristics of respondents

Characteristics		Total	Percentage (%)
Nationality	Indonesia	30	100
Gender	Male	19	63.3
	Female	11	36.7
Age	17 – 24 years old	7	23.3
	25 – 34 years old	13	43.3
	35 – 44 years old	7	23.3
	45 – 54 yers old	3	10
Employement Type	Staff	24	80
	Trainee	6	20
Length of Service	6 months	7	23.33
	11 months	1	3.33
	1 year	1	3.33
	3 years	1	3.33
	4 years	1	3.33
	5 years	3	10
	6 years	2	6.67
	7 years	2	6.67
	8 years	12	40

Table 5. EMS – Result of frequency, mean, and standard deviation

No	Statement	Strongly Agree		Agree		Neutral		Disagree		Strongly Disgaree		Mean	Std. Dev
	EMS	F	%	F	%	F	%	F	%	F	%		
1	X1	11	36.7	18	60	1	3.3	-	-	-	-	4.33	0.547
2	X2	15	50	13	43.3	1	3.3	-	-	1	3.3	4.37	0.850
3	X3	15	50	12	40	3	10	-	-	-	-	4.40	0.675
4	X4	22	73.3	8	26.7	-	-	-	-	-	-	4.73	0.450
5	X5	12	40	14	46.7	3	10	1	3.3	-	-	4.23	0.774
6	X6	18	60	11	36.7	1	3.3	-	-	-	-	4.57	0.568
7	X7	13	43.3	16	53.3	1	3.3	-	-	-	-	4.40	0.563
8	X8	15	50	10	33.3	4	13.3	1	3.3	-	-	4.30	0.837

9	X9	13	43.3	16	53.3	1	3.3	-	-	-	-	4.40	0.563
10	X10	18	60	12	40	-	-	-	-	-	-	4.60	0.498
TOTAL												44.33	6.32
TOTAL MEAN												4.45	0.63

Source: Data processed in 2023, Output SPSS 26.0 for Windows

Table 5 shows that the use of recycled paper for internal purposes the percentage agrees 60% and strongly agrees 36,7% with mean of 4,33 and a standard deviation of 0,547. The results show a total approval rate of 96,7% on the use of recycled paper for internal purposes. Using the back of the paper to write small notes, the percentage agreed was 43,3% and strongly agreed 50%, with a mean of 4,37 and a standard deviation of 0,850. The results show that the total agreement rate has reached 93,3% on using the back of the paper to write small notes. The use of paper when confirmed by guests, the percentage agrees 40% and strongly agrees 50%, with a mean of 4,40 and a standard deviation of 0,675. The results show that the total approval rate has reached 90% on using paper when confirmed by the guests only. Minimizing disposable tools such as paper cups when giving welcome drinks, the percentage agreed was 26,7% and strongly agreed 73,3%, with a mean of 4,73 and a standard deviation of 0,450. The results show that the total approval rate reaches 100% in efforts to minimize disposable tools such as paper cups when giving welcome drinks. The collection of used paper that has long been stored for recycling, with a percentage of 46,7% agree, and 40% strongly agree, with a mean value of 4,23 and a standard deviation of 0,774. The results show that the total approval rate reached 86,7% in collecting old waste paper for recycling. When hotel front office employees were asked about turning off equipment and lights when not in use, the percentage agreed was 36,7%, and 60% strongly agreed, with a mean value of 4,57 and a standard deviation of 0,568. The results show that the approval rate reached 96,7% on attempts to turn off equipment and lights. When hotel front office employees were asked about the presence of natural light and ventilation, the percentage agreed was 53,3%, and the strongly agreed was 43,3%, with a mean value of 4,40 and a standard deviation of 0,563. The results showed that the total approval rate reached 96,6% in the presence of light, and natural ventilation was used whenever possible. The use of AC must be adjusted to the ideal and normal

temperature, with a percentage of 33,3% agree and 50% strongly agree, with an average value of 4,30 and a standard deviation of 0,837. The results show that the total approval rate reaches 83,3% in the application of air conditioners, which must be adjusted to ideal and normal temperatures. The use of energy-saving equipment and rechargeable batteries percentage of 53,3% agree, and 43,3% strongly agree, with a mean value of 4,40 and a standard deviation of 0,563. The results show that the total approval rate reached 96,6% for using energy-efficient appliances and rechargeable batteries. Regarding the closed door when using the air conditioner in the room, 40% agree, and 60% strongly agree, with a mean value of 4,60 and a standard deviation of 0,498. The results show that the total approval rate reaches 100% in the attempt to apply the closed door when using the air conditioner in the room.

After knowing the results of the X - EMS variable, the following is the result of frequency, mean, and standard deviation for the Y - awareness variable, which has been presented in Table 6.

Table 6. Employees awareness-result of frequency, mean, and standard deviation

No.	Statement	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Mean	Std. Dev
	Awareness	F	%	F	%	F	%	F	%	F	%		
1	Y1	13	43.3	17	56.7	-	-	-	-	-	-	4.43	0.504
2	Y2	14	46.7	16	53.3	-	-	-	-	-	-	4.47	0.507
3	Y3	17	56.7	13	43.3	-	-	-	-	-	-	4.57	0.504
4	Y4	11	36.7	19	63.3	-	-	-	-	-	-	4.37	0.490
TOTAL												17.84	2,00
TOTAL MEAN												4.46	0.50

Source: Data processed in 2023, Output SPSS 26.0 for Windows

Table 6 shows that employee knowledge about the environment, it must be maximized with a percentage of agreeing 56,7% and strongly agreeing 43,3% with a mean value of 4,43 and a standard deviation of 0,504. The results show that the total approval rate reaches 100% on the statement that employees' knowledge of the environment should be maximized. Employees' understanding of EMS which must be added, gets a percentage of agreeing 5,3% and strongly agreeing 46,7% with a mean value of 4,47 and a standard deviation of 0,507. The results show that the total agreement rate reaches 100% on employee understanding should be increased regarding EMS. When hotel front office employees were asked about mutual reminders between employees, the percentage agreed was 43,3%, and 56,7% strongly agreed, with a mean value of 4,57 and a standard deviation of 0,504. The results show that the level of total agreement reaches 100% in the mutual reminder attitude among employees. The application of actions that have been understood regarding EMS gets a percentage of agreeing 63,3% and strongly agreeing 36,7%, with a mean value of 4,37 and a standard deviation of 0,490. The results show that the total agreement rate reaches 100% in the effort to apply the actions that have been understood about EMS.

Tables 5 and 6 present the results of calculation of frequency, mean, and standard deviation of respectively the variable X (EMS) and the Y variable (employees awareness). Based on the results of calculating the frequency, mean, and standard deviation, it is known that there are four indicators included in the characteristics of awareness. Of the four indicators, each shows a high percentage value on employee awareness of EMS in the front office department at Maya Sanur Resort and Spa. An explanation of the calculation results can be found by looking for the value of the correlation coefficient, which is used to test the importance of the relationship between employee awareness of the implementation of EMS in the front office department at Maya Sanur Resort and Spa.

Table 7. Result of correlation analysis

Variabel	R	N	Sign**
1	.671	30	.000
2			.000

Based on Table 7, there is a high relationship between employee awareness of EMS implementation at a significant level (.000). The correlation coefficient value for employee awareness data and EMS data is calculated using the help of statistical software, namely SPSS, the correlation coefficient value for EMS data (X) and employee awareness data (Y) is 0.671 which means that the independent variable gives a high correlation to the dependent variable.

Based on the results of the coefficient test, it can be concluded that front office employees' awareness of the Environmental Management System (EMS) at Maya Sanur Resort and Spa has a strong relationship, so it needs to be maintained or increased by reminding each other about the importance of implementing EMS to help companies increase their ability to improve environmental quality. As well as procuring pamphlets or posters using words or pictures containing reminders to protect the environment, especially saving on paper and energy use for front office employees, so that later it will become a habit for every employee.

The results of this research are also supported by research conducted by El Shafey et al. (2018). Environmental management can also be seen as an investment in environmental management systems ISO14001 while it improves the manners of how operations that have an effect on the environment are dealt with in hotels. Environmental awareness is to understand the environmental issues and measures to be taken to bring about good practices towards environmental conservation (Mkumbachi et al., 2020).

Conclusions

The implementation of the Environmental Management System (EMS) in the Front Office Department at Maya Sanur Resort and Spa is already optimal. It can be observed from the first indicator concerning waste management, which has been well-directed and has greatly minimized the excessive use of paper. It can be seen in Figure 2. However, there are areas still

need to be optimal regarding the second indicator, saving energy. These areas include providing natural ventilation lighting and sub optimal use of air conditioning. It can be seen in Figure 3 dan Figure 4.

Figure 1. Using the back of the paper to write small notes

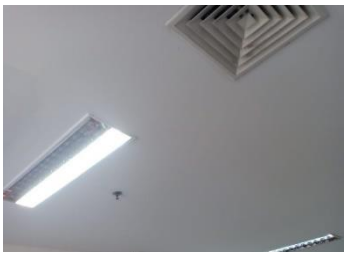

Figure 2. The Front Office Dept. has yet to maximize in procuring natural ventilation light

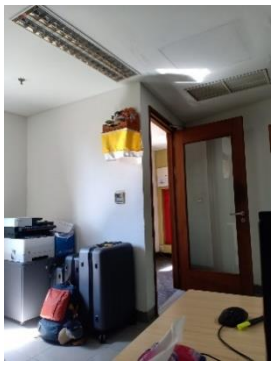

Figure 3. The use of air conditioning that has not been maximized

For the hotel management, we hope this research can assist the hotel in improving employee awareness. Therefore, it is recommended that Maya Sanur Resort and Spa provide training for employees regarding implementing the environmental management system (EMS). This training should be conducted for all front office employees, including daily workers (DW) and trainees, to ensure they understand the importance of implementing the EMS and its impact on the hotel and the environment. This research is also supported by previous research from El Shafey et al. (2018), that environmental awareness can be increased by increasing the number of training courses for employees. The weakness of this research is that it only focuses on one department, namely the front office department. It is hoped that future researchers can conduct research on all hotel staff at Maya Sanur Resort and Spa.

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