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Environmental Management in Actualizing 2030 Sustainable Development Goals on Taman Sari Resort

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Abstract:

Hotel is one of the private units evaluated by the UNWTO. But over time, hotel has not gotten rid of various problems. One of them is environmental management, which is a solution to reduce the negative impact of solid waste. This was linked to efforts to achieve the 8.9 targets of the 2030 Sustainable Development Goals, with Taman Sari Pemuteran Resort as the research subject. In this study, the variables included the Green Food Purchase, Green Kitchen, and Plastic Prevention, which will be used as a measuring tool for environmental management. This research uses qualitative methods by interviewing source persons. The source persons participating in this study are Taman Sari Resort insiders composed of management and owners, with a total of 13 people. The results of this study show that Taman Sari Resort hotel has opened an on-site kitchen plan, which aims to allow consumers to directly see the chef's process and the food handling team, and shows that the hotel uses natural plastic alternative materials. However, what the hotel needs to do includes purchasing eco-labeled raw materials, changing the still-traditional package, and creating recycled products that are worth selling commercially.

Keywords: *Green food purchase, green kitchen, plastic prevention, environmental management*

1. Introduction

Based on the objectives of the SDGs (Sustainable Development Goals) in September 2015 carried out by the United Nations (UN), there were 17 objectives and 169 indicators that were targeted by 2030. According to Brundtland (1987), sustainable development is a program to build sustainable systems in order to achieve a better future target for the environment and the next generation.

One of the SDGs goals in the 8.9 indicators is about the tourism industry, which is a major topic in the discussion of the SDGs agenda. This is because it has a significant global impact on environmental, economic, and social aspects. The tourism sector has seen several policy changes, focusing on sustainable development, and stakeholders, including businesses in the tourism industry, have made changes in policy, paying more attention to environmental, social, and economic management.

Implementation of SDGs concept in Indonesia is regulated in Presidential Regulation No. 59/2017 in relation to the SDGs in Indonesia on development aimed at ensuring the sustainability of the social life of the community, increasing the economic well-being of the community, the quality of the development environment that guarantees fairness, and the implementation of good governance.

The latest phenomenon started at the end of 2019 as the spread of Coronavirus Disease (Covid-19), has had a major impact on the tourism industry. It is in line with the SDGs indicator number 8.9 described by the United Nations World Tourism Organization (UNWTO) in the journal "World Tourism Barometer 2020," the world tourism industry has experienced a profound crisis caused by Covid-19. It brings about a nationwide state of emergency, including unprecedented global, social, and economic health crises. The World Tourism Organization has released data related to the arrival of foreign tourists, which has been reduced due to the effects of the Covid-19 pandemic. The chart of international tourist arrivals is shown in Figure 1.

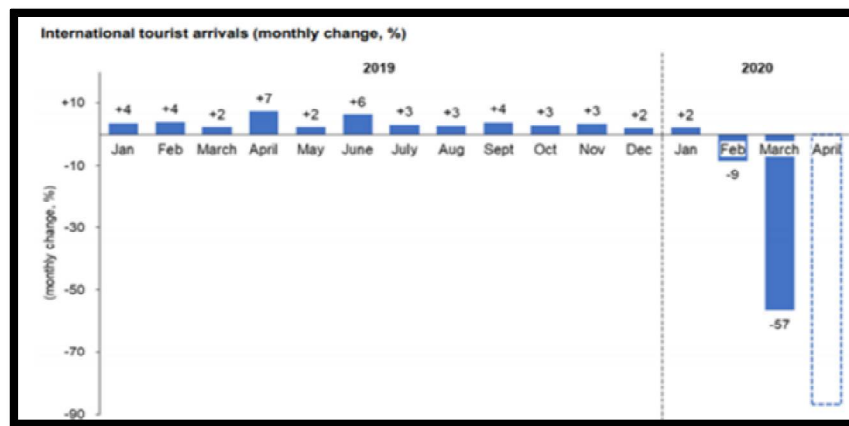


Figure 1: International Tourist Arrival Chart in January 2019 - March 2020
Source: World Tourism Organization (UNWTO), 2020.

From the chart in Figure 1, the proportion of international tourists in March 2020 has dropped by 57%, and the number of international tourists has dropped by 9% compared with February 2020. The realization of this percentage is very different from the situation of international tourism that still maintained a positive growth throughout 2019. According to Jiang and Wen (2020), it is important for hospitality companies to overcome the trend of consumer demand after the Covid-19 pandemic aimed at restoring the confidence of tourists, the World Tourism Organization has compiled a recovery scenario aimed at improving Covid-19 pandemic impact, and see the trend of the direction of the international tourists' arrival tendency, which continues to show fluctuating conditions throughout 2020. The three scenarios are made and can be seen in Figure 2.

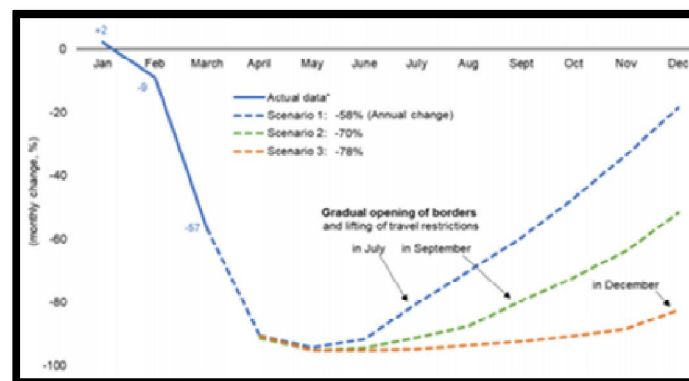


Figure 2: Three Scenarios of International Tourist Arrivals Chart
Source: World Tourism Organization (UNWTO), 2020

Based on the UNWTO graphics data, the Post-19 pandemic tourist industry is projected to result in severe damage to the global tourism sector unless adjustments are made to prevent the worse impact of the industry. The domestic tourism industry, especially in Bali Province, is one of the leading priority regions of investment in the field of tourism. Based on data from the Indonesian government that the number of foreign tourist visits to Indonesia has increased by 11.44% in 2019, as many as 16.106,954. According to Jones P et. al. (2017), sustainable tourism is one of the projects initiated and included in the work agenda of the United Nations. It is composed of 17 sustainable development goals, covering a wide range, including environment, society, economy, and challenges, as well as human activities. Hotels are the biggest contributors to leadership and the transition to an environment-friendly economy.

One way to get to the goal of SDG indicator No. 8.9 is to design green hotels, or environmentally friendly hotels, by academics and have them carried out by practitioners. In line with Londono and Maskiver (2016), who stated that the hospitality industry is responsible for around 21% of all CO₂ emissions related to tourism. As more and more tourists are concerned about climate change, tourists will be inclined to make eco-friendly decisions to choose hotels, based on research conducted by the United Nations (UNEP) and World Meteorological Organizations (WMO) in 2012. In agreement with Phampu and Fujiawara (2017: 19), one of the factors that must be addressed by environmentally aware green hotels is solid waste management. This is in accordance with its research which shows that the biodegradable waste hotel in Huian City is higher than in developed countries, yet it is lower than countries in Asian cities. The hotel business in developed countries has twice a higher level of waste recycling.

1.1.Key Issues

Based on the research background and the key issues, the researcher prepares the formulation of the problem as follows:

- How is the implementation of the Green Food Purchase carried out by Taman Sari Resort for sustainable tourism?

- How is the implementation of the Green Kitchen carried out by Taman Sari Resort for sustainable tourism?
- How does plastic prevention carried out by Taman Sari Resort for sustainable tourism?

1.2. Research Objectives

Based on the research background and the key issues, the research objectives are as follows:

- To determine the implementation of the Green Food Purchase conducted by Taman Sari Resort for sustainable tourism
- To determine the implementation of the Green Kitchen conducted by Taman Sari Resort for sustainable tourism
- To determine the implementation of the Plastic Prevention conducted by Taman Sari Resort for sustainable tourism.

2. Literature Review

2.1. Hotels' Role towards Sustainable Development Goals No. 8.9.

Referring to the sdgs.bappenas.go.id page, the importance of work worthy of achieving sustainable development is highlighted by the aim of 8.9, which aims to "by 2030, compile and implement policies to promote sustainable tourism that creates employment and promotes local culture and products.". As stated by Jones et. Al (2017: 11), a major tourism and hotel companies will face the consideration of company strategy and goals, whether it is specifically to meet some sustainable development goals or just to map their existing strategies to sustainable development goals.

Jones et. al (2017) believed that some large hotels have made a commitment to the sustainability of the company. Compared with the sustainability of the hotel environment, most of the hotel industry still focuses on the operational sustainability of the business. Therefore, every hotel must consider environmental agendas such as reducing energy consumption, water consumption, and waste emissions in order to save operating costs. In the opinion of Firoiu et. Al (2019: 2), the hotel should have three standard assessments from the International Organization for Standardization (ISO), namely: ISO 9001 (Quality Management), ISO 14001 (Environmental Management), and ISO 45001 (Health and Safety Management) that affect the TPB (Sustainable Development Goals).

2.2. Environmental Management

Based on research conducted by Hsiao et al. (2013: 199), many organizations in the world are promoting environmental management systems to support effective green hotel management implementation systems. Taiwan hotels have proposed five particular methods in terms of environmental management system construction. (1) reduce consumption of resources and save costs; (2) reduce the impact on the environment and provide environmental education; (3) Improve their image and competitiveness; (4) Improve the quality of employee services; (5) Work according to environmentally friendly standards in the future.

According to Radwan et al. (2009: 175), that many studies of solid waste management focused on star hotels so that the research of waste management rarely involves small-scale hotels. Congested debris is also called solid waste. According to Demirbas (2010: 1280-1281), solid waste management is the collection, transportation, treatment, recycling, or disposal of solid waste and its supervision. The purpose of waste treatment in and of itself is to provide decent sanitary conditions for living, reduce the growing amount of waste and encourage society to treat it to be beneficial.

2.3. Implementation of Solid Waste Management at the Hotel

Following Afsanehsadat and Mohsen (2016: 671), hospitality waste consists of wet waste (organic or biodegradable) and dry waste. Furthermore, Pirirani and Arafat (2014: 321) indicated the amount of waste generated by the global hotel industry and the composition of waste composed of wet waste (organic or biodegradable). In addition, according to Radwan et al. (2010: 176), the negative impacts produced by inns are solid waste deposits in the International Hotels Environmental Initiative (IHEI, 2002).

The concept of Green Kitchen in Temizkan et al. (2017: 5) research, is that the catering industry is the manufacturer and performer of the food and beverage industry, so they have the responsibility to educate consumers to pay attention to environmental protection. Corresponding to Cummings (1997) in Radwan et al. (2010: 178), hotel guests play an important role in the hotel waste recycling program by not mixing waste with food. According to the size of the hotel, occupancy rate, guest activities, and hotel buying habits, each hotel will have a different amount of waste for recycling.

Aside from the type of hotel that typically produces paper, glass, plastic, and used plumbing in its hotel rooms during day-to-day operation, it can be concluded that the hotel should continue to strive to find a solution to reduce the negative impact of solid waste recycling through applying green food shopping, green cooking, and plastic prevention.

2.4. Framework

Indicator No. 8.9 on sustainable goals in the tourism sector is explained through the preface. In this study, it was found that the role and value implementation of the Sustainable Development Goals (SDGs) in Taman Sari Hotel were evaluated through the food procurement process and the processing of plastic waste. Based on the process, the researchers validated three factors: green purchase, green kitchen, and plastic prevention.

2.4.1.Green Purchase

The hotel industry plays a role in the sustainability of the food industry in the local and international environment. In particular, the staff in the procurement department will face issues such as transferring the meat menu to vegetables, organic labeling, climate change, purchase quantity, genetic engineering results, and so on. But over time, hotel managers are more easily informed about this information, so it can help them determine what purchasing activities contribute to food sustainability. This can then maintain the quality of their products and contribute to the sustainability of food in the environment (UNEP, 2015: 8-9).

Based on Contreas et al. (2019: 2-4), the hotel can make guests to be more sensitive to sustainability and companies to focus on food products. Hotels need to pay attention to labels that indicate how well the corporation is doing in regard to conservation. Eco-labels help build images in the minds of consumers and to prevent confusion about the actual corporate environmental behavior, and pay attention to eco-labels on product use and the provision of services. Following Leire and Mont (2009: 27-39), there are five stages of the Green Food Purchase process. The first stage is to develop internal policies, the second is to establish the criteria of purchases, the third is the implementation of guarantee practices, the fourth is managing supplier relationships, and the last is to build sustainable purchasing capacity and connected one with another.

2.4.2. Green Kitchen

Temizkan et. al (2017: 5) stated that the Green Kitchen is a kitchen that plans and does all activities, and processes food from supply to the stage of service with concepts that focus on environmental issues and resource efficiency, also reduce the use of chemicals and waste and prioritize sensitivity to the environment.

2.4.3.Plastic Prevention

In line with Mohan et.al (2017: 35), waste deposits can be reduced by the efficient use of materials, energy, and water resources. Processing waste is not separated from 5R, namely refuse, reduce, reuse, recycle, and restore, to process plastic waste in the hotel. Plastic Reduce is processing plastic waste by reducing the amount of plastic used. Plastic Reuse is the processing of plastic waste by sorting plastic items that can be reused.

As claimed by Gupta (2017: 391), plastic recycling is a proper and environmentally friendly way to use plastic materials, and based on Mohan et.al (2017: 36), "the third important task is recycling the product, which consists of handling and changing waste into new products and can be marketed." The solution to overcome this problem lies in the following 3R which are reducing, reuse, and recycling. There are 2 (two) types of plastic that can be recycled, namely Polyethylene Terephthalate (PET) and High-Density Polyethylene (HDPE).

Additionally, these three factors will be understood through the connection with the environmental management of the Taman Sari Pemuteran Resort, and therefore ultimately towards the sustainable tourism of Taman Sari Resort. The ideological framework of the investigation refers to the goal of 8.9 continuous tourist spot construction.

Pirani dan Arafat (2014) claimed that one of the waste disposal problems that often occur in the hotel industry is food waste. Based on previous studies, it is known that more than 50% of solid hotel waste comes from food waste. Reducing food waste by implementing the concept of green procurement is necessary. Some examples of the implementation of the Green Purchase concept are to buy office products, room cleaners, and environmentally friendly packaging. This activity was carried out as the first step to reduce the adverse effects of food waste. The next step is the stages of processing food from raw materials into consumable processed products. The concept of recycling is in the middle of the general public, but as community consumption levels continue to grow, so does the amount of waste generated. Therefore, there is a need for the Green Kitchen concept to reduce the amount of waste generated during undergoing the process to be presented to consumers. Corresponding to the plastic waste treatment hierarchy, it is explained that there are several stages in the manufacturing process that start with the plastic avoidance process to prevent the use of plastic. The second stage is the minimization process, namely the process of reducing plastic consumption. The third is the reuse process to reuse the plastic material such as the use of soap bottles in the hotel bathroom, and the fourth is recycling, to seek plastic material that can be recycled to be a product that is worth making a plastic bottle into eco-brick.

3. Research Methode

This study is a descriptive study designed to collect data explaining the research object (Sekaran dan Bougie, 2016:43). Meanwhile, based on the strategy used, this paper is a research case study in Taman Sari Pemuteran Bali Resort. As stated by Sekaran and Bougie (2016: 98), the case study itself is a research strategy that focuses on collecting information about a specific object, event, or activity, such as information about an organization or business unit. Based on the method, this study is a qualitative study in which qualitative data is used in the analysis of the study. On the report of Silaen (2019: 140), qualitative data is data that shows the quality of something, which can be expressed in words in the form of environment, process, or event.

3.1.Data Source and Collection

As specified by Silaen (2019:143), primary data is the data obtained or collected by the researchers directly from the field. This study uses the main data sources obtained through in-depth interviews with internal staff. Corresponding to Myers (2013: 186), the in-depth interview is an interview that involves little use and questions that have been formulated in advance. There are people who have the freedom to express their opinion according to their wishes. Meanwhile, in line with Yin (2018:161), the in-depth interview method is one that relies on conversation rather than structured questions.

The informants for this survey consisted of 13 reference subjects and are shown in Table 1. Also, the informants are named using the codes N1 through N13.

No.	Source Person	Total	Interview Method
1	Taman Sari Resort Internal Management	6	In-depth interview
2	Taman Sari Resort Consument	3	In-depth interview
3	Taman Sari Resort External or Expert	4	In-depth interview

*Table 1: Research Respondent
Source: (Processed Data, 2020)*

The operational variable in this research is environment management. The questionnaire for in-depth interviews in this study was created to determine the attitude of the Taman Sari Resort towards SDG 2030, where the interview questions were adopted from the research entitled "Developing green management standards for restaurants: An application of green supply chain management, Responsible Food Purchasing: four steps towards sustainability for the hospitality sector, Development of Green Kitchen Quality (G-KITCHQUAL) Scale and Managing solid waste in small hotels". The measuring device used has passed the pilot test stage, so the measuring device in this study has been improved over previous studies. A description of the definition of operational variables in this study is presented in Table 2.

Operational Variables	Interview Questions	Interview Source Person	Expected Answers
Green food purchase			
Goals: to improve the green food purchasing process of Taman Sari Resort Pemuteran, the following items were implemented: selecting suppliers, purchasing food ingredients, and social responsibility in purchasing organic raw materials.			
Green food material Social responsible purchase	How to determine supplier selection criteria in purchasing organic food ingredients for supplies at Taman Sari Resort Pemuteran? How to choose to buy organic food at Taman Sari Resort Pemuteran? How is the social responsibility in purchasing organic food ingredients by Taman Sari Resort Pemuteran?	Operational Manager Taman Sari Resort Chef Taman Sari Resort Owner Professional Practitioners	The source person describes the concept, understanding, and implementation in determining the criteria for selecting suppliers of organic food ingredients for supplies at Taman Sari Resort Pemuteran. The source person describes the concept, understanding, and implementation in choosing organic food ingredients to be purchased by Taman Sari Resort Pemuteran. The source person describes the concept, understanding, and implementation of social responsibility in purchasing organic food ingredients by Taman Sari Resort Pemuteran.
Green kitchen			
Goals: to witness the implementation of the green kitchen regarding the processing of raw materials and their transformation into ready-to-eat products at Taman Sari Resort.			
Optimizing all ingredients during preparation and cooking Offering a variety of serving sizes to customer Using online ordering system where practical	How is the process of processing raw materials carried out optimally or appropriately by the chef starting from the preparation of raw materials to cooking so that not much is wasted? What are the considerations for the menu offered to guests at the Taman Sari Resort Pemuteran restaurant? What are the food menu ordering systems used by guests at Taman Sari Resort	Taman Sari Resort Chef and team Taman Sari Resort Pemuteran Operational Manager Public Figure and Professional Practitioners Taman Sari Resort Owner	The source person describes the concept, understanding, and implementation of optimal or appropriate processing of raw materials by chefs at Taman Sari Resort Pemuteran. The source person describes the concept, understanding, and implementation of the menu considerations offered to guests at the Taman Sari Resort Pemuteran restaurant.

Operational Variables	Interview Questions	Interview Source Person	Expected Answers
	Pemuteran?		The source person describes the concept, understanding, and implementation of the food menu ordering system used by guests at Taman Sari Resort Pemuteran.
Plastic prevention			
Goals: to see the implementation of plastic avoidance in relation to efforts to prevent pollution or damage to the environment through the reduction, reuse and recycling of plastic materials at Taman Sari Resort Pemuteran.			
Reduce Reuse Recycle	<p>What are the efforts to reduce the use of plastic materials to prevent plastic waste at Taman Sari Resort Pemuteran?</p> <p>What is the understanding or response to the use of cotton laundry bags, refills for soap, shampoo, and using hangers made of wood in the guest rooms of Taman Sari Resort Pemuteran?</p> <p>How is the company involved with other parties for the implementation of the plastic waste recycling process at Taman Sari Resort Pemuteran?</p>	<p>Operational Manager</p> <p>Housekeeping manager and staff</p> <p>Pemuteran public figure</p> <p>Professional practitioners</p> <p>Government</p>	<p>The source person describes the concept, understanding and implementation of efforts to reduce the use of plastic materials.</p> <p>The source person describes the concept, understanding and implementation of laundry bags that are used using cotton, refill soap and shampoo, and change the hanger from plastic to wood.</p> <p>The source person describes the concept, understanding, and implementation of the plastic waste recycling process by involving third parties.</p>

Table 2: Operational Variables

Source: (Processed Data, 2020)

3.2. Data Analysis Technique

The data analysis phase in this research starts with taking notes on the interview activities and presents a record of the results of the in-depth interviews that have been conducted. The next stage of data analysis is to summarize the respondents' answers based on each variable asked in this research. The final step in analyzing the data of this study is to draw conclusions based on the interviewee's answers.

As stated by Yin (2018: 79), there are several components that can be used as parameters to perform validation tests so that the validity of the study can be ensured. That is, construct validity, internal validity, and external validity. Configuration validity is a component that identifies the correct operating procedure for the concept under investigation. The validity of the constructs in this study was carried out by triangulation and a set of evidence (chain of evidence). Triangulation is an approach that uses a combination of multiple sources of data or information. A chain of evidence shows how each part of the study is related.

Internal validity is performed to ensure the credibility of the study. This is to ensure that the study is performed logically and there are no confusing variables. External validity, on the other hand, is used to test whether a study can be generalized to a larger population.

4. Results and Discussion

The analysis in this study is a qualitative data analysis of in-depth interviews with 13 source persons, namely N1 to N13. This study conducted qualitative data analysis to answer the research questions: to determine the implementation of green food procurement, green kitchens, and plastic prevention which are conducted by Taman Sari Resort to actualize the sustainable tourism.

4.1. Analysis Results

4.1.1. Green Food Purchase

According to N1 (personal communication, August 12, 2020), hotels in Bali are currently paying attention to the importance of organic food, which is promoted by local farmers in Bali, especially as healthy eating will become a trend in the future. However, it is also important for companies to find suppliers that are close to one another in order to shorten the distance so that they can minimize the risk of damage to organic substances from air pollution (N2, personal communication, August 12, 2020). This is consistent with the opinion from N7 (personal communication, August 15,

2020), who stated that when supplying raw materials in the form of fruits, companies should make more use of local agricultural products around the village of Pemuteran, and ensure that the fruits are organic.

All tourist operators in Pemuteran Village must also use raw materials from suppliers in the Bedugul region. It is because the company can see how the supplier planted and maintained the plant (N6, Personal Communication, August 14, 2020). Since the raw materials for organic foods do not use preservatives, the expiration date is short, so companies should also pay attention to the quality (N10, Personal Communication, August 15, 2020). Furthermore, following Contreas et al. al (2019: 4), the hotel needs to pay attention to the eco-label of the products and services offered.

On the other hand, social responsibility purchase is a form of action by a hotel or other entity to engage in community welfare and protect the surrounding environment in which the hotel is operating. In accordance with N10 (Personal Communication, August 15, 2020), the management of Taman Sari Resort has made several efforts to protect the environment and local products by empowering local communities. The company where N2 operates also conducts training with suppliers so that these suppliers have the same understanding of social responsibility when buying local products (N2, personal communication, August 12, 2020).

Based on the opinions of the presented informants, it can be interpreted that buying green food is a concept that every tourist business entity in Bali, especially in Pemuteran Village, are able to purchase raw material products through local farmers in the village. Over and above, all hotels and suppliers must work on the use of organic products and set appropriate criteria for selecting organic ingredients to maintain product quality. Regarding informant exposure, we can see that Bali tourism officials are already responsible for using the products of local farmers in Bali.

4.1.2.Green Kitchen

According to N1 (Personal Communication, August 12, 2020), the Green Kitchen concept is the concept of processing ingredients with minimal waste. The use of raw materials can be optimized in various ways, which by taking into account of the raw material price, subsequent maximum processing of raw materials and minimization of waste, as well as by training cooks and teams in the more efficient processing of raw materials (N1, personal communication, August 12, 2020). Moreover, N1 (Personal Communication, August 12, 2020) informed that the interior design concept of the green kitchen is "open kitchen", where guests can see the chef's process of cooking to serving food that has been ordered by the guest. Meanwhile, according to N6 (Personal Communication, August 14, 2020), Taman Sari Resort often hosts live cooking classes on the beach to showcase the expertise of local chefs and will not create a series of menus with hard-to-find ingredients.

In compliance with Temizkan et al. In al (2017: 5), it is necessary to implement the concept of the green kitchen by considering the environmental sensitivity. This relates to the variety of menus offered by the company, where before offering menu variations, the chef and the company team should pay attention to three factors: raw materials, the concept to be distinguished, and the company's target consumers. As for the UNEP (2015:31) reference, when offering menus, companies should explain to consumers about the various sizes of products that will be served, in order to reduce food waste.

Commensurate with N7 (personal communication, August 15, 2020), the chef and the Taman Sari staff have completed proper organic food processing processes, such as washing food ingredients first and cooking food in no more than seven minutes. But the company has not implemented the green kitchen concept as a whole. Based on the presentations of the people who have been spoken to, the Taman Sari Resort in Pemuteran Village is currently implementing the green kitchen concept in accordance with the standards that have been determined by the company.

4.1.3.Plastic Prevention

There are three indicators that exist in the plastic prevention concept, the reduce, reuse, and recycle indicators. Based on Mohan et al. (2017:35), reduce is the reduction of plastic, that is the processing of plastic waste by reducing the amount of plastic use. According to N1 (Personal communication, August 12, 2020), all hotels in Bali have made efforts to prevent plastic waste, in accordance with Bali Governor Regulation No. 97 of 2018 concerning Control of Consumption of Plastic Bottles in the Hospitality Environment. Additionally, N1 (Personal Communication, August 12, 2020) stated that through the Bali SUKSMA movement initiated by 36 associations, the use of two plastic bottles in each hotel room was minimized.

As for N13 (personal communication, August 20, 2020), N13 has worked hard to raise public awareness of waste in the Badung Regency by launching a community campaign with the slogan "Badung, No Plastic", which includes traditional village parties. Moreover, N13 (personal communication, August 20, 2020) claimed that the Badung Regency government supports measures to reduce plastics, such as replacing the use of plastics with cotton or wood.

The next indicator is the reuse indicator, which is a movement to dispose of plastic waste by classifying reusable plastic items (Mohan et al., 2016: 35). In line with N3 (personal communication, August 14, 2020), Taman Sari Resort has replaced the use of plastic laundry bags with laundry bags made of recyclable natural materials, namely rattan. So that the laundry bag can be reused and at the same time the negative effects of using plastic are reduced.

The last indicator, which is recycling, is a technology that is necessary for the proper management of plastic waste in an environmentally friendly manner and can help in the proper use of plastic materials (Gupta, 2017:391). Taman Sari Resort has used Plaba's land to filter and sort plastic waste generated by hotels and village communities for recycling (N3, personal communication, August 14, 2020). Furthermore, the community can earn additional income through the village business (BUMDES) by managing plastic waste and assisting commercial participants in the tourism department of Pemuteran Village to dispose the waste (N6, personal communication, August 14, 2020). Over and above, the Government has involved all levels of society in the management of plastic waste recycling through Local Autonomy Act No. 32 (N 13,

Personal Communication, August 20, 2020). It is expected that the comprehensive treatment of plastic waste will be carried out properly by the policy escort of the local government. Meanwhile, corresponding to Mohan et al. al. (2017: 36), the hotel also needs to convert existing waste into new products worth selling. In light of the informant's opinion mentioned earlier, Taman Sari Resort is committed to reducing the amount of plastic used in its business activities.

4.2. Discussion

Taman Sari Resort currently has sustainable support and a challenge for the company to improve its environmental management. In the green food procurement stage, Taman Sari Resort promised to use local organic products as the company's raw materials (food). However, on top of this, products and services also require an eco-label (Contreas et. Al, 2019: 4) provided by Taman Sari Resort. Also Taman Sari Resort prepares beachside cuisine using local raw materials during the Green Kitchen phase, and prepares chefs and teams with experience in efficiently handling raw materials. However, the running green kitchen concept should have a concept related to the concept of environmental protection (Termizkan et.al., 2017: 5). By the same token, as stated by the United Nations Environment Programme (2015:31), the package provided by the company should already involve the use of technology.

During the plastic prevention phase, Taman Sari Resort reduced the use of plastic materials in the company's operations, for example by replacing a plastic laundry bag with a rattan laundry bag, then using a wooden hanger and using a reusable shampoo made from natural ingredients. Additionally, Taman Sari Resort is committed to educating guests to reduce the use of plastics. Taman Sari Resort, along with BUMDES, also manages the recycling of plastic waste. However, Taman Sari Resort has not yet recycled its waste into products of commercial value.

5. Conclusions and Suggestions

5.1. Conclusions

- Taman Sari Resort is committed to buying green groceries by using organic raw materials sourced from local farmers and suppliers in the village of Pemuteran.
- Taman Sari Resort implements a green kitchen run by chefs and teams with expertise in properly processing organic raw materials, performing live cooking on the beach using local raw materials.
- Taman Sari Resort has implemented plastic prevention well, namely by using natural (organic) materials for guests' personal needs, educating guests on the importance of reducing plastic use, and inviting local communities through Village-Owned Enterprises (BUMDES) to recycle waste plastic produced by Taman Sari Resort.

5.2. Suggestions

5.2.1. For the Business Performer

- Taman Sari Resort, along with external auditors, can develop standard operating procedures that explain the importance of using eco-labeled organic raw materials so that the quality of raw materials can be properly maintained.
- Taman Sari Resort can hold live kitchen activities, with the theme "local wisdom of organic ingredients typical of the Pemuteran area", up to twice a month during high and peak seasons.
- Not only will Taman Sari Resort continue to reduce the use of plastic materials, but it will also allow the community of Pemuteran village to make plastic waste available for sale-worthy products such as souvenirs.

5.2.2. For the Future Researcher

Further researchers will be able to assist Taman Sari Resort to achieve better sustainable tourism in the future by conducting analysis related to energy efficiency, water usage, and company employee regeneration. Moreover, this research model can also be carried out in other hotels in Pemuteran Village, so we hope to involve other business entities to further develop the tourist destination of Pemuteran Village. This will be in line with point 8.9 of the Sustainable Development Goals, which is to promote sustainable tourism, create jobs, and promote local culture and products.

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