

# ***Tri Hita Karana Based Environmental Management System Before the COVID-19 Pandemic to Enhance the Sustainability of the Hospitality Industry***

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## **ABSTRACT**

The study was aimed at compiling THK-based hotel criteria and determining the level of THK application in the hotel industry. The locations for the study were purposefully selected. Hotel managements were selected as the participants of the study. The results showed that THK-based hotel indicators can be seen from three elements, namely parahyangan, pawongan, and palemahan. The indicators of parahyangan elements are: the existence of a temple in a hotel, temple management, the implementation of the 'odalan' at the temple, temple maintenance, conducting religious activities, and assistance to temples around the hotel. The pawongan element indicators are the harmony between management and employees, the existence of a Collective Labor Agreement, harmony between the hotel and the surrounding community, and the number of employees as supporters of local culture (Bali). Indicators of palemahan are Green Open Space, hotel parking area, waste water management, waste management, emission management, management of the environment, management of hazardous materials (B3), buildings with Balinese architecture, and the use of CSR for reforestation activities.

**Keywords:** *Environmental Management System, Hospitality industry, Sustainability, Tri Hita Karana*

## **1. INTRODUCTION**

The environmental crisis has now become a global concern, in the midst of a rapid phase of growth [1,23]. For human beings who are subject to development, the natural environment is very significant. Protests, friction, and conflicts that are currently taking place in the process of growth, because people feel that they are being pushed socially, economically, and environmentally as well [24]. Environmental impacts can make human life unhealthy, unhappy, and do not benefit reasonably from the area's development phase. This is because humankind is really technological at the moment. Technological humans, that is, people who only want to dig, appreciate, and then throw away the rest, are exploitative and exploitative humans. The growth of hotels as a tourism infrastructure in Bali has developed quite rapidly [34]. This discourse has not yet become a government order, but there is already a discourse to hold a moratorium. Finally, it is still possible to witness the construction in the South Bali region of different hotels [7].

The development of hotels both brings positive and negative impacts. Constructing hotels may have the effect

of increasing opportunities for jobs and increasing local revenue. But on the opposite, it can also have the effect of pollution, friction and social conflict in the native surroundings with the local people who feel that they are not benefiting [14]. Thus, it is important to be able to monitor these negative impacts. Harmony has been emphasized by the growth of hotels and other facilities in Bali. This is reflected in the 2006-2026 Bali Provincial Development Vision, namely: Towards a Tri Hita Karana-based Bali Dwipa Jaya [5]. The argument is that the growth of Bali is supposed to contribute to the development and well-being of the people. It must be based on the concept of unity and togetherness in the process for that reason [9, 18].

So far, the subak and traditional village institutions are the institutions that have adopted the Tri Hita Karana (THK) principle in Bali [3,28,29,35]. THK is also expected to apply to hotels currently being constructed in Bali, in addition to the introduction of THK in traditional 'subak' and traditional villages in Bali, since the development of hotels has a very big effect on the tourism development process in Bali. The hotel also makes use of enormous (capital, human and natural) resources [33].

It will cause tension and conflict if the rise in high income yields is not balanced with the implementation of peace and unity (internal and external). The reputation of Bali as a world tourist destination would be harmed if that happens. Not only is this harmful to the tourism aspect, but the economic aspect of Balinese society may also be shaken. In the future, the challenges of the Bali development process continue to be very complex, both from within the Balinese people, as well as from outside the island of Bali, from outside of Bali [27]. An internal problem is that, as a result of the globalization process, Balinese culture tends to be highly individualistic and materialistic. As they are busy seeking benefit, efficacy, and efficiency, they seem not to pay attention to the protection of nature. This is reflected in the lack of numerous environmental protection regulations (for example, with regard to coastal borders and ravines and green lines). This is expressed in the presence of refugees and visitors entering the island of Bali due to external challenges. If they find it difficult to adapt to the Balinese society, then there will be various social tensions [36,37].

The aim of this study is to understand the THK-based environmental management approach for hotels in Bali [8]. It is hoped that hotels with representative environmental management standards will be evaluated on the basis of the THK Foundation, on the basis of the criteria for hotels managing THK environments, and on the basis of the THK application process, a list of hotel conditions will be known. The problem formulations in this study are, according to the discussion in this context, 1) What are the hotel criteria based on THK? (2) What is the THK application level in the hotel industry?

Towards Bali Dwipajaya, which is based on Tri Hita Karana, is Bali's development vision. On the basis of this vision, all Bali's development sectors must specifically be focused on Tri Hita Karana (THK). This study will therefore attempt to identify the elements of the THK (Parahyangan, Pawongan, and Palemahan). Thus, the criteria and level of implementation will be defined in the sector. Many hotels constructed in Bali certainly have their surroundings, including in the Sanur region. The hotel should apply THK-based environmental management principles. Environmental management that allows for harmony in the management of the defunct hotel and between the hotel and the surrounding community is the main characteristic of an environment based on THK.

There are no requirements so far with regard to the application of THK in the community, especially in hotels. Various indicators of the application of THK, both for the application of the elements of Parahyangan, Pawongan, and Palemahan, are already available. Therefore, the THK application criteria need to be established. Of course, it is not possible to distinguish the criteria for applying THK from the implementation of its components. In accordance with the conceptual structure

of this study, if the hotel has incorporated Parahyangan, Pawongan, and Palemahan elements in the "nice" category, the criterion for a hotel that is considered to have used THK. Furthermore, the application of THK as a whole must also be in the category of 'good.'

## 2. METHOD

The study was carried out in the Tourism Region of Sanur. The location of the study was determined by a purposive method. Intentionally deciding the location of the research means determining the location for a particular reason/purpose. The reason for deciding the Sanur Tourism Area research location was because this tourist area is Bali's oldest tourist area. In keeping with the growth of tourism in Bali, this tourist area continues to expand. Moreover, different kinds of hotel standards have been established in the Sanur Tourism Region, ranging from budget hotels to five-star hotels. The research period was carried out in 2019 for three months.

The population in this study was all five-star hotels in the tourism region of Sanur. Since the number is 23, all hotel populations were designated as research subjects or respondents, and could be reached in this study. It can also be said that the collection of data was carried out by means of a census. Census data collection is the highest, since all population representatives are collected. Hotels taken as respondents were hotels that already give their permit. The hotel management were the respondents in this study. They were asked to answer various questions written in a list of questions.

Based on data sources, the data used in this study are primary data and secondary data.

- 1) Primary data sources are data obtained directly from data sources, in this case, from hotel management. The data includes facts/information about the three components of the Tri Hita Karana, namely Parahyangan, Pawongan, and Palemahan.
- 2) Secondary data sources are data obtained indirectly from data sources. The data, among others, came from the Bali Provincial Bappeda, the Bali Provincial Tourism Office, the Bali Provincial Environmental Agency, and Sanur Village.

In this study, data were collected using the following techniques.

- 1) Observation, namely the collection of data obtained from direct observation of hotel activities, especially those related to the problem under study.
- 2) Documentation study, namely data collection by viewing and recording information from various documents related to this research.

- 3) Interview, by giving questions to the hotel management sampled.

The scope of this research is the application of the Tri Hita Karana (THK) concept in the hotel industry. The measurement scale used is the Likert scale, starting from a scale of 1 to a scale of 5. The analytical method used in analyzing the research data is descriptive-qualitative analysis method.

### 3. RESULTS AND DISCUSSION

#### 3.1 THK-based Environmental Management

Environmental management is not only a physical environment, but also a socio-cultural environment [22]. According to the definition, research on the environment in the hotel area must be carried out, not only to

understand the physical environment (palemahan), but also various things related to the human environment (pawongan), and those related to the spiritual environment (parahyangan) [21]. Hotels need to accommodate different characters of guests (humans) and preserve the peace and harmony of the surroundings. The implementation of THK would deliver harmony in hotel, both internally and externally. With harmony, then the sustainability of the existence of hotels in the region will be more secure. Since visitors are unlikely to want to stay in an environment that is full of problems and is not in harmony with external circles and internally.

**Table 1.** Tri Hita Karana Implementation Average Score Value

No.	Variable	Indicator	Score score (%)
1	Parahyangan	1.1.The existence of the temple in the hotel	96
		1.2 Temple management	96
		1.3. The implementation of the <i>odalan</i> at the temple	97
		1.4 Temple maintenance	95
		1.5.The implementation of religious lectures	60
		1.6. Assistance to temples around the hotel	78
		Amount	521
	Average	87	
2	Pawongan	2.1.There is harmony between management and employees	100
		2.2 Whether there is a work agreement (PKB) or not	95
		2.3.Harmony between the hotel and the surrounding community	100
		2.4. Number of employees as supporters of local culture (Bali)	75
		Amount	381
		Average	90
3	Translation	3.1.Green Open Space (RTH)	91
		3.2.Park in the hotel area	94
		3.3 Wastewater management	89
		3.4. Waste management	88
		3.5 Emissions management	81
		3.6 Environmental management	88
		3.7 Management of Hazardous Toxic Materials (B3)	63
		3.8.Building typical of Bali	88
		3.9. Use of CSR for reforestation activities	75
		Amount	756
	Average	84	
	Average score the application of THK	87	

Harmony is a condition that can cause a community to feel comfortable in a certain area. There is no internal conflict within the hotel (between employees, or between employees and management) and there is also no conflict between the hotel and the surrounding community. As an example, the conflict of a hotel's construction in Tanah Lot area, Tabanan. The communities were not satisfied with the compensation of the land. As the result, conflict arose and created tensions to the tourists. Sanur, as a tourism area, is the oldest tourism area in Bali, compared to Kuta and Nusa Dua. The implementation of THK is expected. The application of THK in hotel environmental management is shown in more detail in Table 3.1. All data presented in Table 3.1 is sourced from data collected in the field

Table 1 shows the application of THK in environmental management in the Sanur Tourism Area including in the category: Very Good, with a score of 86.97%. This is probably because the Sanur area has long been developed as a tourism area, such as in Segara Village Hotel as one of the first hotels in Bali. The awareness of the role of the importance of environment in the development of tourism has been well planted. Tourists are increasingly critical in choosing a place to stay. They often choose hotels that have environmental-related certificates. For example Green Globe certificates, THK Awards, and others. Therefore, the hotels need to anticipate the needs, seriously paying attention to environmental problems. The use of CSR funds for environmental conservation and community empowerment is evidence of this. The hotel's CSR funds are handled in the Sanur region by the Sanur Village Foundation. In relation to the presence of these THK elements, the application of the three elements to THK will be defined as follows.

### **3.2 Environmental Management of Parahyangan Elements**

The indicators measured in the parahyangan elements are: (i) the existence of temples in hotels; (ii) temple management; (iii) conducting *odalan* in temples; (iv) temple maintenance; (v) conducting religious lectures; and (vi) assistance to temples around the hotel. The average score achievement for the parahyangan element is 86.81% and is included in the category: Very Good. The highest score for the parahyangan element is for the indicator of the implementation of *odalan* at temples in hotels, with a score of 96.52% (very good). The lowest score is for the indicator of the implementation of religious lectures, with a score of 60% (enough). It seems that the hotel is very disciplined in carrying out the *odalan* at the temple in the hotel, based on the scores above. The hotel does not want to take the risk of not performing the *odalan* at the hotel, since it is a must for the Balinese to perform the *odalan* at the temple. If not, you're going to

feel bad and you may get sick as well. This is a rational act.

One of the icons of Balinese culture is Pura. The presence of the temple is often embraced by the group quite fanatically. This means that Hindu workers may protest and conflict will arise if a hotel does not want to hold a ceremony at the temple. If that happens, the safety and comfort of the hotel can be interrupted.

The score for the implementation of religious lectures in hotels is in the Enough category (60%). This implies that the hotel does not seem to be so focused on hotel religious lectures. In this scenario, it seems that the management does not want to mess with these religious lectures. This also illustrates the worry of the management regarding the presence of temples that should be packed with religious lectures. The presence of temples is very important for the Bali region. It is considered as a Balinese culture signature. Ceremonial activity would not be held without the existence of a temple. In addition, there is no harmony in social events to support the temple 's life. That is why it is very important that hotels in Bali pay attention to the issue of parahyangan. In this situation, in order to fill workers with religious knowledge, religious lectures are very important. It is hoped that employee productivity would actually improve by the policies and activities.

### **3.3 Pawongan Element Environmental Management.**

The various indicators measured in the pawongan elements are: (i) there is harmony between management and employees; (ii) whether there is a work agreement (PKB) or not; (iii) harmony between the hotel and the surrounding community; and (iv) the number of employees as supporters of local (Balinese) culture. For Pawongan components, the average score is 86.81 percent (category Very Good). The highest score is obtained by indicators: harmony between the internal of the hotel and harmony between the hotel and the local community, with a score of 100% (very good). While the metric obtained the lowest score: the number of employees who endorse local culture (Bali), with a score of: 74.78 % (Enough). Based on the above ratings, it can be said that the hotel still seems to want to preserve internal harmony.

The hotels do not want to take the risk of conflict with the surrounding community. The risk was considered to be enormous. The hotel is at risk of being disturbed by the surrounding community. The visitors staying at the hotel would be disturbed if that happens. In addition, the income from the hotel would also be significantly affected. For that reason, depending on the planned operation, the hotel still offers funds to be donated to the local community each year. The management also appoints special staff at some large hotels, who are

responsible for interacting with community leaders around them. They occasionally invite community leaders to attend the hotel's activities.

The scores obtained were graded as moderate. This shows that having to hire workers from outside Bali is unavoidable for the hotel, because hotels need professional staff. Especially for certain fields, for example in fields related to electricity, information technology, food/beverage, and others.

It is hoped, however, that the hotel would prioritize recruitment of workers from local staff to prevent potential tension. It seems that, for different reasons, there have been quite a number of instances where conflicts between the hotel and the local community have arisen. This happened, for instance, in the area of the Tanah lot, in the area of Kedewatan, Gianyar, in the area of Jimbaran, and others. This is counterproductive to both involved, of course. The hotel must, therefore, continue to preserve peace with the surrounding community by welcoming as many local community employees as possible.

### ***3.4 Environmental Management of Palemahan Elements.***

The various indicators measured in the palemahan elements are: (i) the presence of Green Open Space; (ii) park in the hotel area; (iii) wastewater management; (iv) waste management; (v) emission management; (vi) environmental management; (vii) management of hazardous and toxic materials (B3); (viii) buildings with Balinese characteristics; and (ix) the use of CSR for reforestation activities. That the average score for palemahan elements is 83.96% (Good). The highest score is achieved by the indicator: the state of the park in the hotel area, with a score of: 93.91% (Very Good). The worst score is achieved by the indicator: management of toxic hazardous materials/B3, namely with a score of: 63.48% (Enough). It can be seen that it is reasonable that the hotel prioritizes the arrangement of the garden in the hotel as an essential and priority by looking at these details. Since it relates directly to the image of the hotel to its guests in the hotel area. It is unfortunate, however, that the following are the types of activities relevant to B3 management: Enough. For this reason, the hotels in the Sanur Tourism Region need intensive assistance in order to pay more attention to the environmental problems surrounding them, especially those related to the disposal of waste (B3). This is crucial in order not to disrupt the surrounding community, which may not benefit at all from the tourism industry. In addition, it can be clarified as follows by looking at the indicators used in evaluating weakening components. For this reason, the hotels in the Sanur Tourism Area need intensive assistance in order to pay more attention to the environmental problems surrounding them, particularly those related to waste disposal (B3).

Furthermore, by looking at the indicators used in assessing weakening elements, it can be explained as follows. For hotels, the green open space indicator is very important. The size of the green open space in the hotel area is essential for tourist comfort. Regulation No. 05/PRT/M/2008 of the Minister of Public Works on the Guidelines for the Provision and Use of Green Open Space in Urban Areas states that the minimum RTH in urban areas is 30 percent. Small trees (up to 7 m tall), medium trees (7-12 m tall), and large trees (over 12 m tall) should be planted in a green open space. The score obtained by this indicator is (very good) 91.30 percent. This means that the hotel's understanding of the nature of green open space is very strong. This must, of course, be achieved by the hotel, since it could be connected to the satisfaction of tourists staying at the hotel in question. The park existence indicator in the hotel area tends to be closely linked to green open space. The park in the hotel area is quite significant.

Since a connection with the satisfaction of tourists exists, the presence of a good garden would genuinely be enjoyed by visitors who experience the area. A good garden is usually a garden that has components in the form of lake/pond, gurgling water/fountain, air that can circulate freely, flower plants, and rare species of trees are also present. So, literally, the elements of water, air, and trees must be present in a garden. The score for this indicator in this study was 93.91 percent (very good). This indicates that the hotel is very familiar with its position, including providing a good garden in the area, in satisfying tourists. Various criteria assess environmental sustainability indicators.

The criteria used to measure in this study are: there is an Amdal/UKL/UPL document; there is an implementation report according to the relevant regulations; there is staff training; there is an environmental program; with the group, there is environmental management. 87.83 per cent (very good) was the score received. This demonstrates that the hotel's knowledge of the environmental document management system is strong. This needs to be strengthened further, so that the environmental management system continues to improve. Balinese-characteristic design metrics, calculated by looking at the existence of the hotel building in question. Physically, if 100% of hotel buildings have Balinese features (roofs, body and foundation are visible), and the buildings are carved in Balinese. The score obtained for this indicator is 87.83 percent (very good). This means that the hotel's knowledge of designing the architecture of the hotel building to preserve its Balinese features is already strong. The tourists want to enjoy the traditional Balinese atmosphere, of course, because they feel different from their hometown's situation.

The next measure relates to the use of CSR for reforestation. Corporate Social Responsibility (CSR) is

an activity that involves the responsibility of the organization for the social issues around it. The criteria used for the measurement in this study are the presence of CSR reforestation funds; there is a reforestation program; there is proof of implementation; and they are carried out on a regular basis. 74.78 percent (sufficient/moderate) was obtained in the study. This shows that the policy of reforestation has not been good with the use of CSR funds. Perhaps the hotel is using its CSR funds for other purposes, such as house renovation, in compliance with the Bali Local Government program. In the meantime, it is appropriate to deposit the CSR at the Sanur foundation for the management of CSR in each hotel.

The respective scores were recorded by the waste management indicators (liquid, waste, pollution, and B3): 87.83 percent (very good), 87.83 percent (very good), 80.87 percent (good) and 63.48 percent (Enough). This shows that the hotel's emphasis on waste management still needs to be strengthened. It turns out that the respective categories are: decent/moderate and not healthy, due to the control of pollution and hazardous waste. It appears that it does not score in the category with respect to waste management: quite well. In reality, a very significant issue is the issue of waste, so that the natural environment is safe and the hotel's life continues. If tourists find that hotel waste is bad and harmful to the environment in the Sanur Tourism Area (KPS) at any time, tourists can blacklist it.

Waste water has a composition that varies from place to place at any time, depending on the source of origin. Solid waste is an object that reaches the usual amount and does not work properly (detrimentally) throughout its life. As for the solid waste category, there is litter. Hotel waste is a form of household waste consisting of organic waste (food waste), plastic, paper, metal, glass, wood, rubber, cloth and so on, based on its characteristics.

Under Law No 18 of 2008, waste management is carried out with the goal of enhancing the quality of public health and the environment, as well as making waste a resource. In Law No. 18 Year 2008, the new paradigm views waste as an economically useful resource and can be used, for example, for energy, compost, fertilizer or industrial raw materials (Wibowo, 2013).

Gaseous and particulate waste are gases or vapors that are created when they are heated or evaporated from solids or liquids. E.g.: CO<sup>2</sup>, CO, SO<sub>x</sub>, NO<sub>x</sub>. Particles are a type of air contamination that comes together in the type of solids, liquids, as well as solids and liquids from small particles that are released into the air, such as dust, smoke, fog and others (Fardiaz, 1992).

B3 Waste (Hazardous and Radioactive Materials) is the residual business and/or operation comprising B3 pursuant to Law No. 32 of 2009. Where, either directly or indirectly, it can pollute and/or damage the environment,

health, and the survival of humans and other living things because of composition, concentration, and/or quantity. Among other items, B3 waste involves hazardous and harmful raw materials that are no longer used as a result of damage, residual packaging, spills, process residues and used oil requiring specific handling and processing. If it has one or more of the following features, these products include B3 waste: explosive, flammable, reactive, toxic, contagious, corrosive, and others.

Sitompul (2013) notes that if the issue of liquid waste is not properly handled, it can cause water sources to be contaminated, which would also impact humans and other living things, similarly, for other waste. Meanwhile, the Bali Province Environmental Agency noted that the waste generated is quite large, specifically in Badung Regency, which is the largest center of the international hotel population in Bali. An average of 364.4 m<sup>3</sup> / day of waste water and 2.3 kg of B3 (Hazardous and Toxic) waste is created by 5-star hotels.

The presence of hotels in Bali needs to be regularly monitored by the government, especially in the context of waste management activities. Not all hotels have the understanding to handle the waste they make. There are also several hotels that do not adequately perform waste management. Under the 2005 Bali Provincial Regulation No 4 on the Prevention of Contamination and Degradation of the Environment, Article 10(2) specifies that all persons in charge of business activities are required to handle the waste resulting from their business and/or activities before being disposed of in the environmental media. These hotels are therefore required to have an IPAL (Wastewater Treatment Plant) for wastewater treatment and to have an IPLC (Liquid Waste Disposal Permit). As for B3 waste, cooperation with licensed third parties through temporary storage and for further management. The submission of IPLCs and permits for the management of hazardous waste is solely because they are necessary to comply with established regulations and in order to provide a positive image about green lifestyle.

In fixing issues or waste arising from manufacturing, an understanding of environmental issues is very important for administrators, so that a clean and comfortable atmosphere can be realized. In the meantime, the preparation and implementation of environmentally sustainable growth in an integrated way is important for government officials and local governments, so that the quality and comfort of life can genuinely be achieved.

The characteristics of hotel waste are relatively the same as those of domestic settlement waste, since hotel activities are relatively the same as in residential areas, although there are a variety of additional hotel activities which are not located in the settlement. The amount of waste created from hotels, meanwhile, depends on the number of rooms available and the rate of occupancy.

**Table 2.** Implementation of Tri Hita Karana at Each Hotel.

No.	Hotel Name	Average THK Element implementation score (%)			THK Implementation Rate (%)	Desc.
		<i>Parahyangan</i>	<i>Pawongan</i>	<i>Palemahan</i>		
1	Inna Sindhu Beach	97	100	87	94	Very good
2	Tanjung Sari	97	95	89	94	Very good
3	Our guests	97	100	91	96	Very good
4	Gazebo	63	80	53	66	Enough
5	Besakih Beach	77	95	80	84	Well
6	Sanur Paradise Plaza Hotel & Suites	97	100	100	99	Very good
7	Diwangkara Holiday Villa	83	100	89	87	Very good
8	Griya Santrian	97	95	91	94	Very good
9	Peneda View Hotel	70	80	71	74	Well
10	Puri Dalem	97	95	82	91	Very good
11	Sativa Sanur Cottages	97	90	100	96	Very good
12	The Pavilions, Bali	67	90	80	79	Well
13	Alits Beach Bungalow	83	85	78	82	Well
14	Mercure Resort Sanur	83	90	96	90	Very good
15	Fairmont (Regent Bali Hotels)	80	95	78	84	Very good
16	The Graha Cakra Bali	83	90	67	80	Well
17	Segara Village	100	95	98	98	Very good
18	Abian Srama Hotel & Spa	83	90	82	85	Very good
19	Semawang Beach	67	100	65	76	Well
20	Inna Grand Bali Beach	100	95	100	98	Very good
21	Puri Santrian	100	90	100	97	Very good
22	Sanur Beach	80	95	87	87	Very good
23	La Taverna	100	90	71	87	Very good

In addition, the additional facilities available at the hotel also influence it.

### ***3.5 Criteria and Implementation of Tri Hita Karana at Each Hotel***

The implementation of THK at each hotel in the area is also needed, in order to obtain an overview of the ability of the hotel to implement THK. Hotels operating in the

service sector, especially in the Sanur Tourism Area, also really need to know the implementation of THK. (Table 3.2). Based on the criteria, the score and the implementation are presented as follows.

Table 3.3 shows that of the 23 hotels studied, one hotel (4.35%) applied THK in the Enough category, six hotels (26.09%) in the Good category, and 16 hotels (69.56%) in the Very Good category. In general, the application of THK in hotels in the Sanur Tourism Area is good. Through this research, criteria can be made that the hotel can be considered the application of THK is Good, if the application of each THK element and also the application of THK as a whole, is also Good. In some cases, some criteria were considered Poor or Very Bad, yet the overall implementation of THK is good. In this case, the application of THK in the hotel cannot be considered as Good, since THK is a holistic system. They are connected to each other. For that reason, poor elements cannot be accepted.

Sanur Paradise Hotel and Suites has the highest THK implementation score with 98.9 percent (Very Good).

Meanwhile, hotels with the lowest THK implementation score were Gazebo Hotels (65.6%), in the Enough category. Generally, the lowest application score is on the application of palemahan elements. Meanwhile, hotels that apply the parahyangan element very well, generally stand out for the implementation of the ceremony at the hotel temple. Because the ceremony at the temple is mandatory in Bali. For the pawongan element, what stands out in its implementation is related to the harmony between the management and employees and the surrounding community. Meanwhile, the prominent Palemahan element is the construction of a garden in the hotel. Details about this can be seen in Table 3.

Table 3 shows that hotels in the Sanur Tourism Area still need to implement THK more optimally, to make the tourists happier. This is important because there is now a 14.7 percent reduction in the occupancy rate of hotels in Bali to just 55.8 percent.

**Table 3.** Description of Application of Tri Hita Karana (THK) Element in the Sanur Tourism Area

THK elements	Criteria	Hotel Name	Descriptions
<i>Parhya-ngan</i>	Very good	Inna Sindhu Beach Tanjung Sari Our guests Sanur Paradise Plaza Grya Santrian Puri Dalem Sativa Sanur Cottages Segara Village Inna Grand Bali Beach Puri Santrian La Taverna	The most prominent implementations are deep the ceremony at the temple at the hotel.
	Well	Besakih Beach Diwangkara Holiday Peneda View Hotel Alit Beach Bungalow Mercure Resort Sanur Fairmont (Regent Bali) The Graha Cakra Bali Abian Srama Hotel & Spa Sanur Beach	The most prominent implementation is in the implementation of the ceremony at the temple at the hotel. However, what is not being implemented is the implementation of religious lectures at the hotel.
	Enough	Gazebo The Pavilion Bali Semawang Beach	Not implemented religious lectures on the hotel.

THK elements	Criteria	Hotel Name	Descriptions
<i>Pawong-an</i>	Very Well	Inna Sindhu Beach Tanjung Sari Our guests Sanur Paradise Plaza Grya Santrian Puri Dalem Sativa Sanur Cottages Segara Village Inna Grand Bali Beach Puri Santrian La Taverna Besakih Beach Diwangkara Holiday Alit Beach Bungalow Mercure Resort Sanur Fairmont (Regent Bali) The Graha Cakra Bali Abian Srama Hotel & Spa Sanur Beach The Pavilion Bali Semawang Beach	There is harmony between management with employees, there is harmony between management and the surrounding community, and there are regulations the work agreement at the hotel.
	Well	Gazebo Peneda View Hotel	There is harmony between management with employees, there is harmony between management and the surrounding community, and the work agreement regulations at the hotel. However, there are few employees as supporters of Balinese culture.
	Enou-gh	There is no	There is no
<i>Palemahan</i>	Very good	Inna Sindhu Beach Tanjung Sari Our guests Sanur Paradise Plaza Diwangkara Holiday Grya Santrian Sativa Sanur Cottages Mercure Resort Sanur Segara Village Sanur Beach Inna Grand Bali Beach Puri Santrian	The parks in the hotel area are generally good.

THK elements	Criteria	Hotel Name	Descriptions
	Well	Besakih Beach Puri Dalem Peneda View Hotel Alit Beach Bungalow The Pavilion Bali Fairmont (Regent Bali) Abian Srama Hotel & Spa La Taverna	The parks in the hotel area are generally good. However, it does not implement a reforestation program.
	Enou-gh	Gazebo The Graha Cakra Bali Semawang Beach	Emission management and management of B3 (Material Dangerous Toxic) less well.

## 4. CONCLUSIONS

### 4.1 Conclusion

Based on the description of the results and discussion of the research, and also with reference to the research objectives, it can be concluded that the THK implementation criteria are composed of elements of Parahyangan, Pawongan, and Palemahan. The criteria for the application of THK are as follows: good, if the overall score of the application for THK must be at least in the Good category and the application of all THK elements must also be at least in the Good category. Sanur Paradise Plaza Hotel and Suites, with an application score of 98.9 percent THK, are hotels with the highest THK application score in the Sanur Tourism Region with very good criteria. Meanwhile, with a THK application score of 65.6 percent, with sufficient criteria, the hotel with the lowest THK application was Hotel Gazebo. Moreover, the level of THK application in hotels in the Sanur Tourism Area is 86.97% (very good). Meanwhile, the application of THK can be seen that the level of application of the parahyangan element is 86.81% (very good), the pawongan element is 90.15% (very good), and the palemah element is 83.96% (good).

### 4.2 Suggestion

Based on the description in the conclusions, it can be suggested that hotel with poor criteria of THK implementation need to carry out different activities to increase the score. The activities need to be carried out are in accordance with the indicators on the Parahyangan, Pawongan and Palemahan elements. In addition, some elements of THK implementation were still not in Good category. Therefore, it is necessary to continue the development of THK implementation in the Sanur

Tourism Area. Lastly, THK-based hotel indicators can be developed further, and continue to be tested in a wider tourism area, so that a standard indicator will be obtained in the future. Thus, it will be used as a basic guideline in assessing the application of THK in hotels in Bali, and perhaps also in Indonesia.

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