

Green Practices of Selected Hotels in Tagaytay City

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Abstract: The purpose of the study is to assess the green practices of selected hotels in Tagaytay City. The study determined the demographic profile of the respondents' difference on their assessment of green practices of the selected hotels. The researchers used the conceptual framework to specifically determine in energy efficiency and conservation, water efficiency and conservation, lighting, hazardous and toxic substances and landscape. The researchers used a quantitative design in the study with survey questionnaires, interview and observation as the data gathering tools. Generally, the study concluded that the three (3) selected hotels in Tagaytay City are always and very often implementing "green" practices particularly in their housekeeping department which utilizes a great percentage of energy and resources among other departments in the hotel.

Keywords: green practices, Tagaytay city, selected hotels, housekeeping.

I. INTRODUCTION

Tagaytay is known as the popular Holiday town South of Manila in the Philippine island of Luzon. It is popular because of the natural and relaxing scenery it is also known as an eco-friendly city. With the hotels that we've chose: One Tagaytay Place Hotel Suites, Hotel Kimberly Tagaytay, Cabins by Eco Hotel Tagaytay.

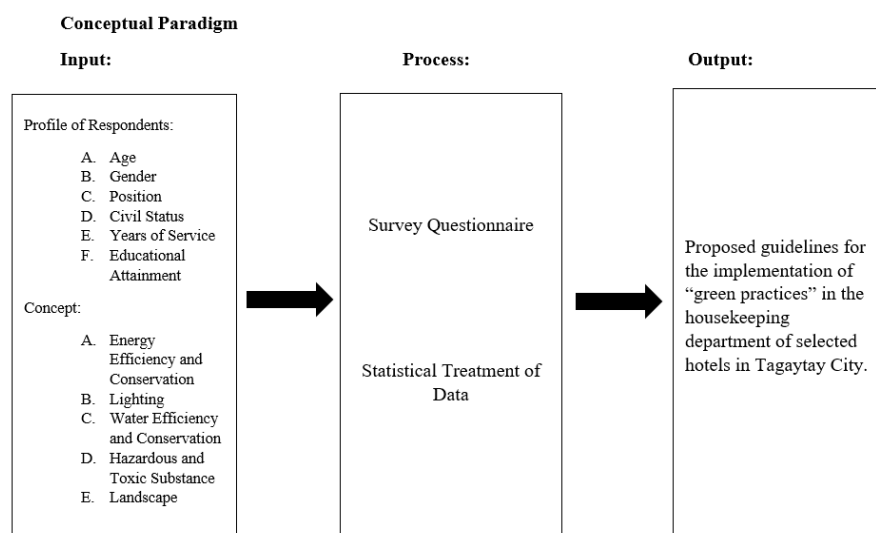


Fig.1: Green Practices Concept

This study was conducted to determine the extent of the implement of 'green practices' of the selective hotels in Tagaytay City as a basis for the development of guidelines on their implementations of green practices for the house keeping department of hotels.

Specifically, the following questioner were answered:

1. What is the demographic profile of the respondent in terms of;
 - 1.1 Age:
 - 1.2 Gender
 - 1.3 Position
 - 1.4 Civil Status
 - 1.5 Years of Service
 - 1.6 Educational attainment
2. How do the respondents assess the extent of the implementation of green practices in selected hotels in Tagaytay City in Relation to;
 - 2.1 Energy Efficiency and Conservation
 - 2.2 Lighting
 - 2.3 Water Efficiency and Conservation
 - 2.4 Hazardous and Toxic substance
 - 2.5 Landscape
3. Is there a significant difference between the respondents "demographic profiles with the implementation of green practices in selected standards hotel in Tagaytay City.
4. Is there a significant difference in the assessment among the selected hotels?
5. Based on the result, what guideline can be developed?

II. METHODOLOGY

The study utilized a quantitative type of research wherein allowed to precise analyzing the data. The researchers use a descriptive-survey method to determine the existing "green" practices of selected hotels in Tagaytay City. The descriptive-survey method focuses on the present and existing conditions. It deals with the opinions, perceptions, and attitudes of a chosen population. According to Claderon and Gonzales (2008), a descriptive research works as a fact-finding study with adequate and accurate interpretation of the findings. Also, according to Salkind, N (2010), a descriptive research works is to study the designed to depict the respondents/participants in an accurate way. Descriptive research is trying to determine the cause and effect. This is the most appropriate method for this investigation because it describes the emphasis in what actually exists such as current conditions, practices, situations and any phenomena.

The participants of the study from the hotels that we chose. One Tagaytay Place Hotel Suites, Hotel Kimberly Hotel and Cabins by Eco Hotel Tagaytay as were our chosen hotels that were using green practices, for our study. The data collected through survey questionnaire, interview and observation that the researchers will be provided. The data collected through survey. The researcher respondents of the study were the housekeepers, executive housekeepers the researchers use the nonprobability sampling method specifically the purposive sampling method since the study is a quantitative research via quota sampling. The researchers made a decision about who and what study units would be involved in the study. The population of the study were the housekeepers, executive housekeepers in the 3 selected hotels: (One Tagaytay Place Hotel Suites, Kimberly Hotel, Cabins by Eco Hotel Tagaytay). In determining the sample size, the researchers needed 75 respondents the sample size source came from the 3 selected hotels in Tagaytay City. With the sample size of 40 respondents came from One Tagaytay Hotel, with sample size of 15 respondents from Hotel Kimberly Tagaytay, and lastly with the sample size of 20 respondents came from Cabins by Eco Hotel Tagaytay with the total number of 75 respondents from the 3 selected hotels. With the permission of the respondents that they have agreed the researchers to conduct their study.

After validation of the instrument and testing its reliability, the researchers asked permission from the Human Resources Department of the subject hotels to distribute the questionnaires. These selected hotels that are using green practices. After getting permission, the questionnaire was distributed to the respondents and retrieved on the schedule date by the subject hotels. After the collection of questionnaires, the data were tabulated and analyze specific statistical tools. As our statistician stated for our statistical treatment, frequency and percentage, mean standard deviation, t-test, and analysis of variance as our tools to gather our data.

For the gathering of data, the following points was use to measure the extent at green practices of the participating hotels. Value of 5 ranges from 4.50-5.00. The extent of implementation is strongly agree. Value of 4 ranges from 3.50-4.49. The extent of implementation is agree. Value of 3 ranges from 2.50-3.49. The extent of implementation is slightly agree. Value of 2 ranges from 1.50-2.49. The extent of implementation is disagree. Value of 1 range from 0-1-.49. The extent of implementation is strongly disagree.

III. RESULTS AND DISCUSSION

The first part of the study examines the demographic profile of the respondents. The variables examined were age, gender, position, civil status, years of service and educational attainment. The age of the respondents shows the frequency and percentage of the respondents' age. Most of the respondents are from ages 26 to 35 years old with a percentage of 62.7% who are working at 26 to 35 years old. 25.3% percent of the respondents who are working at the age of 18 to 25 years old. According to Steve, J.S. (2016), despite the difference between their sexes and age, the employees' observation on the green practices are the same. Another part of the demographic profile of the respondents is the gender. Most of the respondents are males with the percent of 57.3% while females have 42.7% because men are much stronger when it comes to physical duties than the women. Also, when it comes to damages and conditions of the hotel, the hotel have high chances of hiring males since in housekeeping department, as Jamoralin (2014) stated in his study, does a job service that are tough and rigid. Unlike the study of Steve, J.S. (2016), with the percentage of 73.68%, females are more friendly due to some typically female gender roles such as housework, shopping, and recycling. Next part is the position of the respondents. Most of the respondents are housekeepers with a percent of 88% while executive housekeepers have 12%. It is understandable that housekeepers have the higher population because housekeepers do the job in cleaning the rooms, as stated in the study of Jamoralin (2014), while executive housekeepers almost have the same role as the supervisors because executive housekeeper supervises the housekeeper's work and performance to properly do their job. Next is the civil status of the respondents. The result shows that most of the respondents are single with the percentage of 60%. For the respondents who are married has the percentage of 36%, lastly with the 4% of the respondents who are separated. Some of the respondents did not give any answers to the interview because they think it was too personal but based in our interview to the housekeepers who responded that the reason why they are single because they are focusing in their career and helping their families in their livelihood. Next is the years of service of the respondents. Most of the respondents served in the hotel for 1 to 5 years with the percentage of 64%. Some of the respondents have served in the hotel for 6 to 10 years with the percentage of 14% Every employee has a contract needed to be signed by them before working at the specific hotel. The contract lasts for 6 months before becoming regular employee of the hotel. That aims to measure the job satisfaction of the housekeeping personnel. Lastly, the educational attainment of the respondents. The result shows that most of the respondents are college graduates with the percentage of 45.3%. Some of the respondents are high school graduate with the percentage of 38.7% because the hotels, like Kimberly Hotel, accepts on-the-job training for the college students. Since some of the respondents lacks of financial support and needs to work at the young age to support the rest of their family for the expenses they only finished high school.

In summary of the second part of the data result, the researcher did casual observation and unstructured interview while waiting for the survey questioner accomplished. Some of the concerns and observations are; Hotel 1, Hotel 2, and Hotel 3 Issues and Concerns; employee awareness regarding the program, Strict implementation from the manager. Some of employee are un-cooperative Sustainability Program is Expensive Inadequate signage that will serve as a reminder for guest and employees' High cost of maintenance for renewable energy source Green products such chemicals are very expensive and not locally available the pool area is not maintaining to clean. High service rate, service rate should not match the facilities of hotel. High taxes charges Unlocked of Parking Space Lack of refreshing Events, for Relaxation for stressful condition.

The last part of the data result is "is there a significant difference between the respondents "demographic profiles with the implementation of green practices in selected standards hotel in Tagaytay City."

In gender distribution, there is no significant difference regardless if it is a male or a female as a housekeeper or executive housekeeper. Based to their answers, they have an equality in gender when it comes to work, whether it is a tough job or not.

Table 1: Position

Position	Mean	Std. Deviation	T comp	P- value	Decision	interpretation
1.00	4.5916	.16269	3.319	0.005	reject null hypothesis	There is a significant difference
2.00	4.3854	.24623				

Legend: 1.00 – Executive Housekeeper, 2.00 - Housekeeper

In the position of a housekeeper and executive housekeeper (Table 1), there is a significant difference between the two of them. The housekeepers are always on hand in each facilities of the rooms, they are the one applying green practices on action. While executive housekeepers, they are the one inspecting if the housekeepers are following the routine for green practices I each facilities of the hotel.

In age distribution, there is no significant difference whether if it is youngest or the eldest in the position of a housekeeper or executive housekeeper. They have a knowledge as a housekeeper or executive housekeeper. They are aware of how they make the hotel entitled to be one of the greenest hotels in Tagaytay City.

In years of service, there is no significant difference. Hotel 1, Hotel 2, Hotel 3, those three (3) hotels are accepting on the job trainees rather than a regular employee, because they can lessen, they profit and capital of the company. Also, Hotel 1 is in 7 years of service while Hotel 2 is in 11 years in this coming December, 15 2019. Lastly, Hotel 3 is in 9 years of service.

Table 2: Civil Status

CS	Mean	Std. Deviation	F comp	P- value	Decision	interpretation
1.00	4.3479	.22425	6.320	0.003	reject null hypothesis	There is a significant difference
2.00	4.4740	.24022				
4.00	4.7689	.23001				

Legend: 1.00 – Single, 2.00 – Married, 4.00 - Separated

In civil status of the respondents (Table 2), there is a significant difference between single, married and separated. Separated is the highest result because some of the housekeepers and executive housekeeper are not legally married or a single parent. While married is the second highest of the result. Lastly, the lowest of the result in the civil status is single. Some of them are fresh graduate and some are only focused to earn money and become successful.

In educational attainment of the respondents, there is no significant difference. Post graduate is the highest among the results of the educational attainment because Hotels 1, 2, and 3 accepts post graduates like Technical Education and Skills Development Authorities (TESDA) while high school graduate is the lowest result in educational attainment. Because they prioritized employees that has knowledge for green practices even though they weren't able to finish their study.

Table 3: Selected Hotels in Tagaytay City

Hotel	Mean	Std. Deviation	F comp	P- value	Decision	interpretation
1.00	4.3649	.23977	6.736	0.002	reject null hypothesis	There is a significant difference
2.00	4.6042	.06122				
3.00	4.3549	.27978				

Legend: 1.00 – One Tagaytay Hotel, 2.00 – Kimberly Hotel, 3.00 – Cabins by Eco Hotel

And Lastly with three (3) selected hotels in Tagaytay City that we have chosen, there is a significant difference. Hotel 2 has the highest Result Because they applied all of the rules for applying green practices. Based on the observation the researcher found out the process of how to use them properly. And Hotel 2 they have an good ambiance for relaxation and they have a lot of activities that they want to do and also an employee have a good traits to the guest. Hotel 1 is the second to the highest based on the result. Hotel 1 is a very popular place and they are known as a "green hotel". And based to our observation some of the facilities are eco-friendly. And all employees are aware regarding to green practices. Some of the employee's cooperative.

Compared to all three hotels eco hotel was ranked third amongst all three hotels, compared to the other 2 hotels that are Hotel 2 and Hotel 1. Hotel 3 is considered to be the smallest of all three. Researchers have found that the hotel is lacking in parking space and refreshing events. Most of the guests were expecting to feel as if they were one with nature but is greeted with noise from highway.

IV. CONCLUSION

This study proved that the housekeeping department of the subject hotels has most likely been hiring with the age of 26 to 35 years employees since they are more energetic and competent for the job. Most of the housekeepers are male since the housekeeping services are tough and rigid duties. It is included that there is a significant difference between the executive housekeepers and housekeepers in implementing green practices. When it comes to years of services, there is no significant if they are newly recruit or serving in the hotel for a long time. The same with the educational attainment, there is no significant difference out of the three (3) selected hotels. Lastly, out of the three (3) selected hotels in Tagaytay City, Hotel 2 were able to apply the green practices when it comes to landscape, water efficiency and conservation and lighting while Hotel 1 and Hotel 3 were able to apply their green practices when it comes to energy efficiency and conservation.

We have to expand our implementation of the “green” practices program to be able to meet the expectations of the hotel guests, hence there is a need to develop more sustainable guideline for hotels.

For recommendations that we based it on our conclusion are the following: (1) The management of hotels may consider the development of green practices guidelines based on the green practices. (2) The supervisor and executive housekeepers of hotels should implement the developed guidelines strictly. (3) The management of hotels should implement cross training of housekeepers and room attendants to by department so they will have better understanding and perception on the implementation of the program. (4) Human resources department of hotels should conduct updated trainings and seminar for “green” practices for housekeeping employees so that they will be more aware of the program system and implementations. (5) Hotel management should enhance incentives programs to motivate housekeeping employees to practice the program diligently. (6) Local government should provide support through community information on implementing green practices. (7) The local community should actively participate the implementation of the program by maintaining the cleanliness of their surrounding so that the environment will be more accommodating to the tourists.

PROPOSED GREEN PRACTICES OF STANDARD HOTELS IN TAGAYTAY CITY

Output of Hotel 1

The action plan for Hotel 1; According to the study of Jamoralin (2014), for the use of window film to windows to reduce energy loss and solar heat emission through windows. Use energy efficient lightbulbs, use programmable thermostat, perform regular maintenance in electrical equipment, evaluate insulation in ceilings and insulations on a regular basis, use ceiling fans to promote air circulation and use renewable energy source such as wind, and solar power. For the lighting action plan, use reminder cards for guests and staffs to turn off the lights when leaving a room, clean light fixtures and diffusers regularly for optimal light output, use natural lighting during daytime, room attendants can open the curtains of the rooms being cleaned. Replace incandescent bulbs with energy efficient lightbulbs such as compact florescent lights. The water efficiency and conservation, use toilets with 6.1 (GPF) gallons per flush or less, use urinals with models that flush not no more than 1.0 (GPF). Use the coolest water temperature for washer, drying, and dishwasher, fill clothes washer and dishwasher to recommend capacity. For Hazardous and toxic substances, use laundry detergent with a little or no phosphates, utilize a household hazardous waste drop off site for materials that cannot be thrown in the trash or poured down the drain, such as aerosol cans, electronics, paint, batteries, toners, chemicals and bulbs. Use the least toxic cleaning products and substances as possible. Lastly for the landscape of Hotel 1, use organic fertilizer, sweep sidewalks, drives and parking lots are sweep rather than water, group plants with similar water requirements are together on the same irrigation lines. Test irrigation system regularly to insure proper operation and watering schedule.

Output of Hotel 2

The action plan for Hotel 2; According to the study of Jamoralin (2014), for the use of window film to windows to reduce energy loss and solar heat emission through windows. Use energy efficient lightbulbs, use programmable thermostat, perform regular maintenance in electrical equipment, evaluate insulation in ceilings and insulations on a regular basis, use ceiling fans to promote air circulation and use renewable energy source such as wind, and solar power. For the lighting action plan, use reminder cards for guests and staffs to turn off the lights when leaving a rooms a key card that

automatically turns off all the lights and appliances inside the room, clean light fixtures and diffusers regularly for optimal light output, use natural lighting during daytime, room attendants can open the curtains of the rooms being cleaned. Replace incandescent bulbs with energy efficient lightbulbs such as compact florescent lights. The water efficiency and conservation, use toilets with 6.1 (GPF) gallons per flush or less, use urinals with models that flush not no more than 1.0 gpf. Use the coolest water temperature for washer, drying, and dishwasher, fill clothes washer and dishwasher to recommend capacity. For Hazardous and toxic substances, use laundry detergent with a little or no phosphates, utilize a household hazardous waste drop off site for materials that cannot be thrown in the trash or poured down the drain, such as aerosol cans, electronics, paint, batteries, toners, chemicals and bulbs. Use the least toxic cleaning products and substances as possible.

Output of Hotel 3

The action plan for Hotel 3; According to the study of Jamoralin (2014), for the use of window film to windows to reduce energy loss and solar heat emission through windows. Use energy efficient lightbulbs, use programmable thermostat, perform regular maintenance in electrical equipment, evaluate insulation in ceilings and insulations on a regular basis, use ceiling fans to promote air circulation and use renewable energy source such as wind, and solar power. For the lighting action plan, use reminder cards for guests and staffs to turn off the lights when leaving a room, clean light fixtures and diffusers regularly for optimal light output, use natural lighting during daytime, room attendants can open the curtains of the rooms being cleaned. Replace incandescent bulbs with energy efficient lightbulbs such as compact florescent lights. The water efficiency and conservation, use toilets with 6.1 (GPF) gallons per flush or less, use urinals with models that flush not no more than 1.0 gpf. Use the coolest water temperature for washer, drying, and dishwasher, fill clothes washer and dishwasher to recommend capacity. For Hazardous and toxic substances, use laundry detergent with a little or no phosphates, utilize a household hazardous waste drop off site for materials that cannot be thrown in the trash or poured down the drain, such as aerosol cans, electronics, paint, batteries, toners, chemicals and bulbs. Use the least toxic cleaning products and substances as possible. Lastly for the landscape of Hotel 1, use organic fertilizer, sweep sidewalks, drives and parking lots are being sweep rather than using water, group plants with similar water requirements are together on the same irrigation lines. Test irrigation system regularly to insure proper operation and watering schedule.

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