

A Study of Sustainable Eco-Friendly Practices in Housekeeping Department of 5-Star Hotels in Delhi

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Abstract

The hospitality industry is perhaps the greatest industry on the planet. Hotels offer convenience, cafés, spa and health administrations, bars, eateries, clubs, and diversion administrations, nonstop, for every one of the times of the year. This has a high natural effect as far as contamination, squander age and ozone harming substances.

The development towards maintainability has extended across the globe, in all fields. Government and Non-Government associations, enterprises, just as shoppers are progressively zeroing in on the need to exist in concordance with their environmental factors and diminish their ecological impression. The idea of maintainability has started to acquire energy in the hotel industry also.

Cutting edge voyagers have gotten cognizant about their carbon impression; and are progressively being attracted to remain in hotels, which are climate cognizant. Thus today, we track down that a ton of hotels are fusing green practices in their everyday tasks, to take into account the need of these voyagers, just as to do their touch, for the climate.

Delhi city is quite possibly the main urban areas in INDIA. There are a ton of corporate and business explorers stopping by for a couple of days. There have been many star classification hotels having a place with worldwide gatherings that have come up in Delhi locale in the new thousand years.

This research presents how green practices are overseen by hotels and resorts in Delhi district.

This research focuses on the following objectives & seeks to find out-

1. The extent of implementation of green practices in the hotel industry today.

2. The management involvement in implementation of these practices in two-to-five-star hotel and resorts in Delhi Region.
3. The various types of green /eco-friendly practices carried out in all operating departments of the hotel such as Front Office, Housekeeping, Kitchen and Food & Beverage Service, as well as the allied areas.
4. Whether any special kind of training is given to the hotel staff to carry out these initiatives.
5. The degree of costs involved in implementing these practices initially.
6. Whether this investment in implementing these practices is justified, in terms of CSR initiatives, turnover & popularity of the hotels.
7. If in the long run, these initiatives end up being cost effective for the hotel operations, overall.
8. Whether the implementation of such practices is a deciding factor for customers to stay at such properties.
9. If there is government support for such kinds of environment-friendly initiatives carried out.
10. The various certifications existing for such practices globally as well as within the country and the number of hotels in this study that are aware of these and have applied for such certifications.
11. The effect of conducting such practices on the overall performance of the hotels.

Keywords: Carbon Footprint, Hospitality Industry, Environment-Friendly, Green Practices, Housekeeping.

Introduction

This segment of research paper gives an outline of the hotel industry and its set of experiences on the planet, significant improvements in America, Europe and India. It additionally clarifies the foundation of green practices in the hotel industry, and afterward relates these practices to Indian hotels and all the more explicitly those in Delhi. There is likewise an avocation introduced with regards to why the researcher decided to center this examination in Delhi. This part momentarily addresses a couple of the more known green hotel accreditations that a hotel can apply for.

Expanded interest on energy supply, an expanded weight on strong waste administration and the contamination of water bodies, soil and air are among the undeniable degree of negative natural impacts in the hospitality area of the travel industry. Inferable from these impacts, considerable vulnerability exists in regards to the drawn out ramifications of such bad ecological effects, specifically, those identifying with worldwide environmental change. This

undeniably calls for 'greening' of the hospitality area and the making of carbon-unbiased convenience at different objections.

Convenience (hotels and other housing foundations) is one of the significant spaces of the hospitality area. As a significant part of the convenience area, hotel tasks are described by a monstrous number of exercises that by and large apply a critical effect on worldwide asset. The extensive natural impacts of hotels add to issues, large numbers of which are global in scope, with the significant one being environmental change. Hotel tasks produce discharges of ozone harming substances, which are delivered into the air, specifically, CO₂ and chlorofluorocarbons. Besides, it has been shown that of every business building, hotels apply the best adverse effect on the climate. As per assessments, a normal hotel discharges between 160 kg and 200 kg of CO₂ for every square meter of room floor region each year and the water utilization per visitor each night is somewhere in the range of 170 and 440 liters in the normal five-star hotel. By and large, hotels produce 1 kg of waste for each visitor each night.

Besides, a developing worry to set up a 'green' hotel in the perspective on clients is clear, as they are encountering an expanded familiarity with ecological harm and unreasonable utilization of merchandise, energy, and water. With the adverse consequences that hotels apply on the climate, more prominent pressing factor is set on governments and job major parts in the travel industry to build up eco-more amiable endeavors and green utilization in hotels. This constrains hotels to show capable conduct to become 'eco-accommodating hotels' or 'green hotels', which alludes to convenience foundations that have made a promise to carrying out or following different environmentally strong practices, like saving water and energy just as decreasing strong waste.

Restricted data is accessible in regards to green administration endeavors in the hotel areas in Zimbabwe and South Africa, yet the number and scope of effects that hotels apply on the climate recommend an earnest requirement for activity to alleviate these impacts. At present there is a divided turn of events, definition and execution of strategies, drives, and rules for green administration in hotels in these two nations, which is a reason for concern. Subsequently, approaches and rules on green administration should be set up and those that have been planned should be carried out to satisfy the vacationer need for all the more harmless to the ecosystem convenience.

In India, the hospitality area is confronting an expanding trouble in regards to strong waste, contamination of water bodies and extreme utilization of energy and water. Against this background, this investigation inspects issues identifying with harmless to the ecosystem practices of hotels in these two non-industrial nations, a point that has gotten insufficient premium.

Problem Statement

An investigation of the attitude and behavior of consumers in India towards the selection of green practices in the hotel industry was led by Manaktola and Jauhari (2007). The investigation uncovered that consumers in India are getting progressively mindful of the advantages of participating in harmless to the ecosystem rehearses in the housing industry, and that an inspirational perspective towards green practices relates emphatically to positive behavior towards green practices. Nonetheless, they further noticed that both the uplifting outlook and behavior don't really make an interpretation of into the readiness to pay for green practice.

From the audit of surviving writing, it was seen that there is a lack of research into the viewpoint of voyagers in Delhi towards green hotels. This is disregarding the Department of Trade and Industry (DTI) having distinguished business the travel industry regularly alluded to as the Meetings, Incentives, Conferences and Exhibitions (MICE) industry as a specialty the travel industry fragment with development potential (Wilma cave Hartigh, 2009)

From the prior, it has been set up that reviews on green motivating forces in the hospitality industry have been embraced in different nations like India and the USA, yet there doesn't appear to be proof of comparative investigations in Delhi. Research has been done on the impression of show participants and the attitude of green practices in hotel industry anyway this examination zeroed in on the business explorer who stays at hotels during an excursion for work. The possible advantages of this investigation will be to work on the brand and corporate picture of the hotel close by adding to a supportable climate. In this manner, an investigation zeroing in principally on the business voyager should be led to assess the degree to which the "greenness" of a hotel influences consumers' choices. To decide the harmless to the ecosystem rehearses in hotels in Delhi and set up the commitment that hotels are making towards moderation of the negative ecological impacts.

Literature Review

This part follows previous studies on green or eco-accommodating practices in Indian and worldwide hotels. There is no particular audit of green practices completed in hotels in the Delhi. Subsequently broad articles on green practices in hotels have been considered for study.

The connection among the travel industry and the climate has been stressed as one that has been expecting more noteworthy importance with the ascent of the maintainability banter. Since the Rio Earth Summit in 1992, the ecological and social effects of the travel industry have arisen at the bleeding edge of worldwide conversation. Crumbling states of the world's regular assets motivated an understanding among world pioneers that supportable improvement be the focal objective of governments and business associations.

Writing uncovers that in numerous pieces of the world, convenience based sewage and waste materials are unloaded straightforwardly into lakes, waterways and oceans with no sort of preparing ahead of time, hence making wellbeing risks and a stylishly horrendous climate. As a part of the travel industry, the hospitality area has assumed an unequivocal part in natural crumbling, in spite of the fact that its effects have not been just about as significant as those of vehicles, carriers and journey ships. Be that as it may, an expanded weight of strong waste is an extra key ecological effect of hotel activities. Hence, it would be normal for acceptable natural stewardship for hotels to make a move in such manner in the journey to green the actual climate.

Hotels, as the essential convenience, assume a significant part in hospitality and they apply a huge practical, biological and social effect on the climate. Since hotels apply a negative ecological effect, it is basic that the administration of hotels make a move to alleviate their effect on the climate. A significant number of studies have zeroed in on ecological administration measures in hotels to effectively manage natural issues emerging from their activities. In these studies, the executives measures were created to proficiently manage ecological issues that hotels can use, for example, reusing of waste and providing clean air just as energy and water protection, natural wellbeing and ecological instruction for staff and clients. An investigation completed by Du Plessis, Van der Merwe and Saayman (2012) recommends that convenience units be provided with harmless to the ecosystem items like biodegradable cleansers and cleansers. They additionally recommend the utilization of paperless correspondence and charging frameworks where conceivable and the arrangement of guides or some other data on reused paper where tastefully worthy. These green administration rehearses are intended to draw in business from business sectors that favor green practices.

Objectives

1. To access the utilization of new biodegradable items to decrease the degree of contamination on climate.
2. To break down the relationship between the visitor room specialists and housekeeping chiefs in use of eco-accommodating items.
3. To decide the job of merchants in advancement and accessibility of eco-accommodating items in a 5star hotels in Delhi.
4. To assess the impact of buying eco-accommodating items on housekeeping office financial plan of 5star hotel in Delhi.

Hypothesis

Analyze First Hypothesis

The research examinations whether two to five star hotels and resorts in Delhi have begun executing Green or Environment-accommodating practices in their day by day tasks. It brings

out the number of hotels and resorts out of the ones studied are really practicing environmental safety.

Second hypothesis

This studies whether the general exhibition of the hotels has been emphatically influenced in the wake of carrying out these practices. This is as far as lessening working expenses in hotels and resorts where green practices are carried out.

Third hypothesis

This explores whether executing such practices in hotels includes considerable expenses, as far as beginning speculation and repeating costs.

Fourth hypothesis

This investigations if clients/visitors remaining in properties following green/eco-accommodating practices will partake in these drives.

Fifth hypothesis

This studies if clients/visitors who stay in hotels will pay additional cash to have the option to remain in hotels following green practices.

Research Methodology

Introduction

The purpose of this chapter is to explain the research methodology and the specific methods used in this study. This chapter also tells you about the research design, targeted population, research instrument and some other factors too. Just to provides a detailed description of the research approach adopted in this study.

The method used in this research followed a case study approach. In this study, multiple case studies were used to collect data from eight hotels. In order to reach the goal of the study, a qualitative research approach was employed.

Research design

Descriptive research is used in this study. Descriptive research is “aimed at casting light on current issues or problems through a process of data collection that enables them to describe the situation more completely than was possible without employing this method. Visual aids are also being used to make the data more presentable and understandable in front of someone.

Participants

All the participants in this study shared a common feature in that they were hotel managers in five-star-graded hotels in Delhi. Purposive sampling was employed to determine the sample. The sample that was chosen comprised four hotel managers in Delhi. They were general managers who possess knowledge of all the policies and environmentally friendly practices within their hotels. The sample size for conducting this research is 25.

Development of the interview schedule

An interview schedule will be developed according to variables developed in previous case studies pertaining to green management in hotels. Examples of these case studies can be found in the research conducted by Hsu and Sheu (2009:325), Moreo (2008:1), Robbins (2001:23) and Taylor et al. (1994:128). The interview schedule consisted of research constructs from previous frameworks and comprised two sections with questions that were largely open ended.

Data collection

Semi-structured interviews were used to collect data for this study from a sample comprising managers in star-graded hotels in Delhi. A digital voice recorder was employed as the main tool for recording the interviews while field notes were taken.

Data analysis

Themes were identified from the transcribed data. In this study, the researcher took the following steps formulated by Cresswell (2009) in order to analyze the data: **Step 1:** Organize and prepare data for analysis; **Step 2:** Read through all data, gain a general sense of information and reflect on the meaning; **Step 3:** Conduct an analysis based on a specific theoretical approach and method (this often involves coding or organizing related segments of data into categories); **Step 4:** Generate a description of the setting or people and identify themes from the coding. Search for connections between the themes; **Step 5:** Represent data within a research report; and **Step 6:** Interpret the larger meaning of the data.

Ethical considerations

Issues of confidentiality were taken into consideration and interviewees were assured that the data would be kept confidential and that the names of the interviewees would not be mentioned. Ethical approval was obtained.

Finding and Analysis

It was tracked down that the vast majority of the hotel supervisors knew about the idea of green practices in the hotel industry. The level of mindfulness changed concerning their calling furthermore, instructive capabilities. Likewise, a larger part of the visitors in a more

seasoned age bunch were not exceptionally able to partake in these undertakings when contrasted with the more youthful experts as they felt that they would need to settle on their solace levels.

A couple of the striking green highlights joined in these structures are zero water release, 25-40% energy reserve funds more than ordinary structures, 40% decrease in consumable water use, utilization of treated dark water for flushing, cooling and arranging, utilization of fly debris in blocks and concrete, high proficiency gear, and eco-accommodating housekeeping rehearses.

Making the business harmless to the ecosystem benefits the climate as well as set aside cash Promoting harmless to the ecosystem techniques can separate the business from the contenders and draw in new clients who need to purchase items and administrations from a harmless to the ecosystem business. Decreasing the natural effect of business will work on the manageability of business. In the event that we are less subject to normal assets than contenders and have approaches to manage increasing expenses because of environmental change, then, at that point the business will have a more noteworthy possibility of long haul achievement.

Conclusion

The significant arrangement is to get ready hotel maids to confront difficulties one of the problematic achievement components of hotel housekeeping and is the progressive patterns or best housekeeping rehearses. To turn out to be more vigorous and creative, recent fads should be carried out and fused in hotel housekeeping, standard working method and work manual reinforced through recent fads and request of hospitality area. Different instruments are utilized to create ideal yield in hotels however there is a solid need of ideal usage of assets accessible, labor, supplies and new logical patterns like Ergonomics, Eco – well disposed practices(energy preservation, squander the executives, eco-accommodating items, fixed, ozone treatment , decrease, reuse, reuse), Payroll Analysis and so on Data innovation can prompt hotel development and long haul achievement.

Acknowledgment

The preferred spelling of the word “acknowledgment” in American English is without an “e” after the “g.” Use the singular heading even if you have many acknowledgments.

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