

Perceptions of the Employees on Green and Sustainable Practices in the Hotel Industry and Its Implications: Empirical Evidence from the Selected Star Hotels

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Abstract: *Green and sustainability is the major issue among the third world war countries in each and every sector. This situation rises since, 1993 when LPG is brought into picture. The international and unified standards in product and services quality are the minimal expectation of the customers today. The global benchmarks for quality and measuring performance are common in all most all the sectors. Similarly, there is no exception to the hotel industry in this regard. In this parlance, the role of employees and their level of awareness, perceptions on green and sustainability practices dimension is need of the hour. On the basis of the same the current study is conducted. The purpose of this study is to find out the perceptual differences between the different demographical groups of employees with regard to awareness, adoption, implementation, perceived benefits, and suggestions for better implementation of environmental sustainability practices in star hotels in Chennai city. Data required for the study is collected from participants representing star hotels and event venues in the city. The questionnaire is prepared by using standard questions taken from review of literature. The results indicated that the level of awareness on the green and sustainable practices related to recycling, energy efficiency, waste control, water conservation, environment management, transportation and purchasing areas is high and adequate among the sample. Every employee feels the responsibility in the dimension of green practices. There is a highly significant relationship between the demographical groups with regard to green and sustainability practices. Some of the hotels in the industry are international quality accredited, adopting ISO standards and got Deming awards for quality of service. Quality circles, safety standards, TQM and six sigma are general practices in the direction of green and sustainability practices. These can a pave along road to improve in the direction and to compete with global standards and to attract international guests in the years to come.*

Index Terms: Conservation- Waste control-Sustainability-Global standards-Benchmark Quality.

I. INTRODUCTION

Nature and Environment are two eyes in the human development. Nature helps in relaxation through natural atmosphere and its creations in the form of greenery and

colourful of seasons. Environment gives purity and sanity to the nature. Both should be mixed in equal proportion for a sustainable development. The greedy behaviour of human started deteriorating natural resources and destructing environment for commercial purposes. This has brought lot of impact on nature and environment. The results are emerging in the form of natural calamities, heavy wind or rainfall. Today the best places to live in the world is decreasing year on year. The quantum of diseases are multiplying year on year and ultimately no happy faces around the world. People are searching for relaxation places, recreation methods and regenerating techniques. Star hotels are standing in first row of luxury places of relaxation, recreation and regenerating. In the process, the hotel industry has some responsibility to safeguard nature and environment through green and sustainable practices. Some of the traditional techniques are followed by local industry. But international guests expect multiple varieties of delighted services. In delivering such services, star hotels contribute certain amount of damage to environment and nature. To repay or to recover such damages green practices is a tool. In practicing the same, how far they have succeeded and what bottlenecks are there in the implementation is the core idea of the present work.

Objective of the study

The purpose of this paper is to find out the perceptual differences between the different demographical groups of employees with regard to awareness, adoption, implementation, perceived benefits, and suggestions for better implementation of environmental sustainability practices in star hotels in Chennai city.

II. RESEARCH METHODOLOGY

The current study is descriptive in nature. The study is conducted among the selected three star and five star hotels in Chennai city. The sample respondents are the executives working in different departments in the sample hotels and involving in the green and sustainable practices implementation in the hotel. The one observation is the level of awareness exists among the employees but the degree of adaptation and implementation depends on the support and attitude of the management. The big savings may come next, what initial costs are matters to the management.

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This attitude is dragging the hotels from the implementation of green and sustainable practices in an effective manner.

For the purpose of sample survey, a structured questionnaire is designed and tested through pilot study and the reliability alpha is found at 0.898. The sample size is fixed at 600 by considering the qualitative data lapses. But the large quantity (850) of questionnaires are distributed to respondents and collected through physical visit during Jan-June 2018. On physical verification, it is found that, there are 623 questionnaires as fully filled and error free. And the same is used for analysis. The analysis is done by using the SPSS statistical package version 29.2. The appropriate statistical tests are selected based on the nature of data.

Description of Subjects

That data were collected from star hotels in Chennai. The details collected from industry professionals, including hotel managers and event planners, convention managers. These individuals were chosen because they represent the most desirable, well-renowned hotels In Chennai and they are knowledgeable of environmentally sustainable practices in the industry. The subjects of the study were chosen utilizing expert sampling.

Description of Instrument

The instrument used in this study consisted of structured items, with some Forced-choice interview questions. The instrument was developed by the researcher to collect the data related to level of awareness, degree of adoption of green practices among the hotels in Chennai, the perceived benefits and the suggestions to improve the adoption of green and sustainable practices in the industry.

III. PROFILE OF THE SAMPLE

The selected demographical variables frequency distribution of the sample respondents from the hotel industry in the sample area is as follows.

Table 1: Showing the frequency distribution of selected demographics of employees in the sample

Nature of employment	Frequency-(N)	Percentage-(%)
Permanent	276	44.2
Temporary	348	55.8
Total	624	100.0
Gender	Frequency	Percentage
Male	372	59.6
Female	252	40.4
Total	624	100.0
Marital status	Frequency	Percentage
Married	204	32.7
Unmarried	420	67.3
Total	624	100.0
Studies are related to industry	Frequency	Percentage
Yes	488	78.2
No	136	21.8
Total	624	100.0
Training Undergone status	Frequency	Percentage

Yes	456	73.1
No	168	26.9
Total	624	100.0
Category of Hotel	Frequency	Percentage
3 Star	374	59.9
5 Star	250	40.1
Total	624	100.0

Source: Primary data/Questionnaire

From the above table, it is noticed that, 59.6 percent of the employees working in the hotels are male and the remaining 40.4 percent are female. Similarly 55.8 percent of the employees are working on temporary employment in hotel industry, but working from more than a decade, indicated that in hotel industry lay off and retrenchment of employees is very nominal. 67.3 percent of the employees working in star hotels in the sample are unmarried and 78.2 percent are studied from hotel management related courses indicates young professional with basic and advanced training in the hotel management are working in the hotel industry.

It is also observed that, hotel industry is running on shortage of manpower and majority of the employees are working as temporary. This may be due to hotel industry is seasonal in nature. Majority are working in middle level and undergone minimum level of training programmes required to work in hotel industry. In addition, the majority of the respondents are from three star hotels in the sample. Hence, it is concluded that, the sample is appropriate and the data revealed in the form of level of awareness, issues in adoption and implementation are real time in nature.

IV. DATA ANALYSIS USING T- TEST

Null Hypothesis: There is no significant difference between the perceptions of male and female employees with regard to awareness, adoption, implementation and perceived benefits of green environment and sustainable development practices of the hotels in the sample.

Table -2: Perceptions of male and female employees with regard to green and sustainable practices along with t-test result

Dimensions of green environment and sustainable practices	Gender				T value	P value
	Male		Female			
	Mean	SD	Mean	SD		
Recycling Practices	20.29	3.29	17.85	3.14	9.284	0.001**
Cleaning Activities	19.89	3.00	18.49	3.31	5.475	0.001**

Energy Efficiency Practices	18.58	3.52	17.87	3.37	2.547	0.011*
Waste Control Activities	18.31	3.98	18.62	2.98	-1.040	0.299 ^{NS}
Overall Awareness on GESP	77.07	9.22	72.82	9.38	5.618	0.001**
Commitment to Environmental Practices	16.38	2.27	15.77	2.83	3.016	0.003**
Recycling and Reuse Practices	61.32	7.11	55.08	7.84	10.314	0.001**
Energy Efficiency and Conservation Practices	39.20	5.58	37.03	5.19	4.898	0.001**
Lighting	32.00	3.36	29.64	4.14	7.833	0.001**
Water Efficiency and Conservation	32.65	4.58	28.86	4.15	10.524	0.001**
Landscape	32.43	4.07	29.28	3.76	9.790	0.001**
Pest Management	22.83	4.93	21.43	3.49	3.887	0.001**
Hazardous and Toxic Substances	35.33	5.60	33.02	4.45	54.62	0.001**
Transportation	23.66	3.90	22.00	3.42	55.02	0.001**
Purchasing	39.84	6.45	36.18	6.77	6.809	0.001**
Overall Adoption of GESP	335.64	30.93	308.29	33.85	10.430	0.001**
Overall Implementation of GESP	57.13	8.46	54.35	6.99	4.323	0.001**
Overall Perceived Benefits of GESP	50.67	7.92	47.22	7.26	5.589	0.001**
Suggestions to improve the Adoption and Practice of GESP	53.33	7.13	49.25	8.23	6.523	0.001**

Note: ** indicates highly significant at 1% level of significance; * represents significant at 5% level of significance and NS indicates not significant at 5% level of significance.

Since p value is less than 0.01, the null hypothesis, There is no significant difference between the perceptions of male and female employees with regard to awareness, adoption, implementation and perceived benefits of green environment

and sustainable development practices of the hotels in the sample is rejected at 1% level of significance. Based on the same it is inferred that, There is a highly significant difference between the perceptions of male and female employees with regard to Recycling Practices, Cleaning Activities, Overall Awareness on GESP, Commitment to Environmental Practices, Recycling and Reuse Practices, Energy Efficiency and Conservation Practices, Lighting, Water Efficiency and Conservation, Landscape, Pest Management, Hazardous and Toxic Substances, Transportation, Purchasing, Overall Adoption of GESP, Overall Implementation of GESP, Overall Perceived Benefits of GESP, and Suggestions to improve the Adoption and Practice of GESP respectively as green environment and sustainable development practices of the hotels in the sample. Based on the mean value, it is noticed that, male respondents in the sample are highly perceived the importance of green practices and there by the level of awareness, adoption and implementation and perceived benefits are strongly endorsed by them. It may be due to large number of employees working in the star hotels are male and the involvement of the male in green and environmental activities is also high with mobility and adopted behaviour. The change is observed among the young female employees and equilibrium can take place in the years to come.

Null Hypothesis: There is no significant difference between the perceptions of married and unmarried employees with regard to awareness, adoption, implementation and perceived benefits of green environment and sustainable development practices of the hotels in the sample.

Table -3: Perceptions of married and unmarried employees with regard to green and sustainable practices along with t-test result

Green Environment and sustainability practices	Marital Status				T value	P value
	Married		Unmarried			
	Mean	SD	Mean	SD		
Recycling Practices	17.98	3.53	19.95	3.21	-6.938	0.001**
Cleaning Activities	18.67	3.32	19.64	3.10	-3.589	0.001**
Energy Efficiency Practices	18.31	3.32	18.29	3.55	0.078	0.938 ^{NS}
Waste Control Activities	18.41	3.08	18.44	3.84	-1.01	0.920 ^{NS}
Overall Awareness on GESP	73.37	9.78	76.32	9.23	-3.664	0.001**

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Commitment to Environmental Practices	15.65	2.84	16.37	2.33	-3.383	0.001**
Recycling and Reuse Practices	54.80	7.77	60.74	7.40	-9.258	0.001**
Energy Efficiency and Conservation Practices	37.43	5.37	38.76	5.56	-2.831	0.001**
Lighting	29.42	4.59	31.84	3.19	-7.665	0.001**
Water Efficiency and Conservation	29.66	4.48	31.83	4.77	-5.422	0.001**
Landscape	29.60	4.07	31.92	4.11	-6.619	0.001**
Pest Management	21.52	3.94	22.63	4.65	-2.933	0.003**
Hazardous and Toxic Substances	33.09	5.05	35.03	5.28	-4.372	0.001**
Transportation	21.34	3.81	23.79	3.52	-7.912	0.001**
Purchasing	37.48	5.78	38.79	7.24	-2.263	0.024*
Overall Adoption of GESP	309.99	37.55	331.69	31.05	-7.635	0.001**
Overall Implementation of GESP	54.62	7.84	56.68	8.02	-3.027	0.003**
Overall Perceived Benefits of GESP	48.51	7.49	49.65	7.99	-1.710	0.088 ^{NS}
Suggestions to improve the Adoption and Practice of GESP	48.77	7.83	53.10	7.46	-6.682	0.001**

Note: ** indicates Highly significant at 1% level of significance, ; * represents significant at 5% level of significance and NS indicates not significant at 5% level of significance. The p value observed for the null hypothesis, there is no significant difference between the perceptions of married and unmarried employees with regard to awareness, adoption, implementation and perceived benefits of green environment and sustainable development practices of the hotels in the sample is less than 0.01 for the dimensions Recycling Practices, Cleaning Activities, Overall Awareness on GESP, Commitment to Environmental Practices, Recycling and Reuse Practices, Energy Efficiency and Conservation Practices, Lighting, Water Efficiency and Conservation, Landscape, Pest Management, Hazardous and Toxic Substances, Transportation, Overall Adoption of GESP

and Overall Implementation of GESP is rejected at 1% level of significance. Hence, it is inferred that, there is a highly significant difference between the perceptions of married and unmarried employees with regard to awareness, adoption, implementation and perceived benefits of green environment and sustainable development practices of the hotels in the sample is less than 0.01 for the dimensions Recycling Practices, Cleaning Activities, Overall Awareness on GESP, Commitment to Environmental Practices, Recycling and Reuse Practices, Energy Efficiency and Conservation Practices, Lighting, Water Efficiency and Conservation, Landscape, Pest Management, Hazardous and Toxic Substances, Transportation, Overall Adoption of GESP and Overall Implementation of GESP among the star hotels in the sample. Based on the mean value, it is noticed that, green practices are highly endorsed by unmarried when compared to married employees in the sample. This may be due to basic training on green practices are part of the study in the recent past. In olden days such curriculum is not there and there by senior employees are not much aware of the changes in the system however, the training sessions enlighten all the latest developments related to hotel operations, green practices, safety management etc. still, the uniformity in the conducting training, and frequency of conducting is matters lot. Hence, the training on green and sustainability practices can help in enhancing the level of awareness and implementation methods among the employees.

Null Hypothesis: There is no significant difference between the perceptions of permanent and temporary employees with regard to awareness, adoption, implementation and perceived benefits of green environment and sustainable development practices of the hotels in the sample.

Table -4: Perceptions of permanent and temporary employees with regard to green and sustainable practices along with t-test result

Dimensions of green environment and sustainable practices	Nature of Employment				T value	P value
	Permanent		Temporary			
	Mean	SD	Mean	SD		
Recycling Practices	18.69	2.92	19.79	3.74	-3.996	0.001**
Cleaning Activities	18.65	3.34	19.86	2.98	-4.759	0.001**
Energy Efficiency Practices	18.37	2.90	18.23	3.87	.512	0.609 ^{NS}
Waste Control Activities	18.34	3.03	18.50	4.01	-.546	0.586 ^{NS}

Overall Awareness on GESP	74.06	8.61	76.38	10.06	-3.044	0.002**
Commitment to Environmental Practices	15.52	2.51	16.62	2.44	-5.516	0.001**
Recycling and Reuse Practices	55.79	7.14	61.19	7.88	-8.865	0.001**
Energy Efficiency and Conservation Practices	37.53	5.20	38.96	5.71	-3.243	0.001**
Lighting	30.24	3.81	31.69	3.80	-4.720	0.001**
Water Efficiency and Conservation	30.03	4.17	31.98	5.06	-5.154	0.001**
Landscape	30.33	3.89	31.82	4.39	-4.428	0.001**
Pest Management	21.92	3.74	22.54	4.94	-1.746	0.081 ^{NS}
Hazardous and Toxic Substances	33.66	4.05	34.98	6.03	-3.123	0.002**
Transportation	22.11	3.31	23.68	4.01	-5.245	0.001**
Purchasing	37.68	5.06	38.90	7.91	-2.230	0.026*
Overall Adoption of GESP	314.80	33.41	332.36	33.97	-6.460	0.001**
Overall Implementation of GESP	55.03	7.07	56.78	8.62	-2.728	0.007**
Overall Perceived Benefits of GESP	48.39	6.65	49.98	8.62	-2.529	0.012*
Suggestions to improve the Adoption and Practice of GESP	49.48	7.04	53.43	8.02	-6.445	0.001**

Note: ** indicates Highly significant at 1% level of significance, ; * represents significant at 5% level of significance and NS indicates not significant at 5% level of significance. Since p value is less than 0.01, the null hypothesis, There is no significant difference between the perceptions of permanent and temporary employees with regard to awareness, adoption, implementation and perceived benefits of green environment and sustainable development practices of the hotels in the sample is rejected at 1% level of significance. Hence, it is concluded that, there is a highly significant difference between the perceptions of permanent and temporary employees with regard to the dimensions of Recycling Practices; Cleaning Activities; Overall Awareness on GESP; Commitment to Environmental Practices;

Recycling and Reuse Practices; Energy Efficiency and Conservation Practices; Lighting, Water Efficiency and Conservation; Landscape; Hazardous and Toxic Substances; Transportation as environmental practices in star hotels in the sample. Based on the mean value, it is noticed that, strong level of endorsement for the green practices is observed among the temporary employees when compared to permanent employees in the sample. This indicates that the temporary employees are highly involved in the green practices implementation. The reason could be the large number of temporary employees belongs to temporary employment group. Hence, the level of awareness and implementation thrive is found among the employees.

Null Hypothesis: There is no significant difference between the perceptions of employees studied hotel management courses and employees not studied hotel management courses with regard to awareness, adoption, implementation and perceived benefits of green environment and sustainable development practices of the hotels in the sample.

Table -5: Perceptions of employees studied hotel management course and employees not studied hotel management course with regard to green and sustainable practices along with t-test result

Dimensions of green environment and sustainable practices	Studied Hotel Industry				T value	P value
	Course		Industry			
	Yes	No	Mean	SD		
Recycling Practices	19.39	3.62	18.99	2.72	1.217	0.224 ^{NS}
Cleaning Activities	19.48	3.17	18.78	3.28	2.256	0.024*
Energy Efficiency Practices	18.46	3.40	17.71	3.66	2.238	0.026*
Waste Control Activities	18.73	3.37	17.36	4.19	3.967	0.001**
Overall Awareness on GESP	76.06	9.43	72.83	9.38	3.531	0.001**
Commitment to Environmental Practices	16.32	2.56	15.49	2.31	3.414	0.001**
Recycling and Reuse Practices	58.89	8.01	58.49	8.07	.514	0.607 ^{NS}

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Energy Efficiency and Conservation Practices	38.11	5.48	39.10	5.65	-1.858	0.064 ^{NS}
Lighting	31.14	3.87	30.70	3.87	1.186	0.236 ^{NS}
Water Efficiency and Conservation	30.98	4.73	31.60	4.96	-1.336	0.182 ^{NS}
Landscape	31.17	4.20	31.14	4.36	.064	0.949 ^{NS}
Pest Management	22.69	4.28	20.73	4.76	4.624	0.001 ^{**}
Hazardous and Toxic Substances	34.88	5.36	32.65	4.61	4.411	0.001 ^{**}
Transportation	23.37	3.85	21.63	3.28	4.822	0.001 ^{**}
Purchasing	38.38	7.22	38.29	5.13	.140	0.889 ^{NS}
Overall Adoption of GESP	325.93	34.95	319.81	33.99	1.816	0.070 ^{NS}
Overall Implementation of GESP	56.09	8.09	55.71	7.73	.482	0.630 ^{NS}
Overall Perceived Benefits of GESP	49.05	7.91	50.10	7.57	-1.387	0.166 ^{NS}
Suggestions to improve the Adoption and Practice of GESP	51.58	7.65	52.05	8.52	-.622	0.534 ^{NS}

Note: ** indicates Highly significant at 1% level of significance, ; * represents significant at 5% level of significance and NS indicates not significant at 5% level of significance. Since p value is greater than 0.05, the null hypothesis, There is no significant difference between the perceptions of employees studied hotel management courses and employees not studied hotel management courses with regard to awareness, adoption, implementation and perceived benefits of green environment and sustainable development practices of the hotels in the sample is accepted at 5% level of significance. Hence, it is concluded that, there is no significant difference between the perceptions of employees studied hotel management courses and employees not studied hotel management courses with regard to Recycling Practices, Recycling and Reuse Practices, Energy Efficiency and Conservation Practices, Lighting, Water Efficiency and Conservation and landscape as green practices among the star hotels in the sample. Based on the mean value, it is noticed that, the employees studied hotel management are strongly endorsed the same. Hence, it is concluded that, course of study has no relevance in the level of awareness and implementation of green and sustainable practices in the hotel

industry.

Null Hypothesis: There is no significant difference between the perceptions of trained and untrained employees with regard to awareness, adoption, implementation and perceived benefits of green environment and sustainable development practices of the hotels in the sample.

Table -6: Perceptions of trained and untrained employees with regard to green and sustainable practices along with t-test result

Dimensions of green environment and sustainable practices	Undergone Training				T value	P value
	Yes		No			
	Mean	SD	Mean	SD		
Recycling Practices	19.20	3.33	19.57	3.72	-1.183	0.237 NS
Cleaning Activities	19.61	3.34	18.56	2.64	3.664	0.001 ^{**}
Energy Efficiency Practices	18.28	3.58	18.33	3.18	-.149	0.882 NS
Waste Control Activities	18.78	3.89	17.49	2.45	3.993	0.001 ^{**}
Overall Awareness on GESP	75.87	10.26	73.95	6.91	2.242	0.025 [*]
Commitment to Environmental Practices	16.15	2.61	16.08	2.31	.307	0.759 NS
Recycling and Reuse Practices	59.14	8.17	57.88	7.54	1.749	0.081 NS
Energy Efficiency and Conservation Practices	39.17	5.62	36.03	4.55	6.501	0.001 ^{**}
Lighting	31.36	3.99	30.19	3.37	3.382	0.001 ^{**}
Water Efficiency and Conservation	31.15	4.87	31.03	4.55	.281	0.779 NS
Landscape	31.07	4.19	31.39	4.36	-.833	0.405 NS
Pest Management	21.84	4.46	23.43	4.26	-4.022	0.001 ^{**}
Hazardous and Toxic Substances	33.95	5.21	35.61	5.31	-3.526	0.001 ^{**}

Transportation	23.09	3.71	22.72	4.01	1.073	0.284 NS
Purchasing	38.04	7.16	39.23	5.72	-1.946	0.052 NS
Overall Adoption of GESP	324.96	35.31	323.60	33.49	.432	0.666 NS
Overall Implementation of GESP	57.16	8.12	52.88	6.81	6.096	0.001**
Overall Perceived Benefits of GESP	50.36	8.05	46.34	6.41	5.832	0.001**
Suggestions to improve the Adoption and Practice of GESP	52.46	8.44	49.57	5.42	4.129	0.001**

Note: ** indicates Highly significant at 1% level of significance, ; * represents significant at 5% level of significance and NS indicates not significant at 5% level of significance. Since p value is greater than 0.05, the null hypothesis, There is no significant difference between the perceptions of trained and untrained employees with regard to awareness, adoption, implementation and perceived benefits of green environment and sustainable development practices of the hotels in the sample is accepted at 5% level of significance. Hence, it is inferred that, there is no significant difference between the perceptions of trained and untrained employees with regard to Recycling Practices, Energy Efficiency Practices, Commitment to Environmental Practices, Recycling and Reuse Practices, Water Efficiency and Conservation, Landscape, Transportation and purchasing as green and sustainable practices in the hotel industry. This indicates that, the training status has no relevance in the level of awareness and implementation of green and sustainable practices in star hotels in the sample. Some of the respondents viewed that, green practices are inbuilt with all the day to day activities; no special focus is required either for green practices or for safety and risk management in the star hotels. Every employee is trained on both mandatory. These practices become part of every activity and process of service delivery.

Null Hypothesis: There is no significant difference between the perceptions of employees working in three star and five star hotels with regard to awareness, adoption, implementation and perceived benefits of green environment and sustainable development practices of the hotels in the sample.

Table -7: Perceptions of three star and five star hotel employees with regard to green and sustainable practices along with t-test result

Dimensions of green environment and sustainable	Category of Hotel		T value	P value
	3 Star	5 Star		

	Mean	SD	Mean	SD		
Recycling Practices	19.09	3.53	19.62	3.29	-1.862	0.063 NS
Cleaning Activities	19.31	3.36	19.35	2.95	-.145	0.885 NS
Energy Efficiency Practices	18.00	3.63	18.74	3.17	-2.616	0.009**
Waste Control Activities	18.36	3.81	18.54	3.29	-.585	0.559 NS
Overall Awareness on GESP	74.76	10.21	76.24	8.29	-1.898	0.058 NS
Commitment to Environmental Practices	16.01	2.67	16.32	2.30	-1.466	0.143 NS
Recycling and Reuse Practices	57.97	8.26	60.04	7.49	-3.177	0.002**
Energy Efficiency and Conservation Practices	38.07	5.48	38.70	5.59	-1.385	0.167 NS
Lighting	30.68	4.06	31.60	3.50	-2.939	0.003**
Water Efficiency and Conservation	30.64	4.90	31.83	4.53	-3.049	0.002**
Landscape	30.76	4.27	31.76	4.13	-2.890	0.004**
Pest Management	22.01	4.31	22.65	4.65	-1.753	0.080 NS
Hazardous and Toxic Substances	33.77	5.28	35.33	5.15	-3.639	0.000**
Transportation	23.04	3.94	22.92	3.57	.391	0.696 NS
Purchasing	37.58	6.97	39.53	6.42	-3.533	0.001**
Overall Adoption of GESP	320.54	35.37	330.66	33.11	-3.591	0.001**
Overall Implementation of GESP	55.83	8.27	56.27	7.62	-.677	0.499 NS
Overall Perceived Benefits of GESP	48.95	8.06	49.77	7.49	-1.274	0.203 NS



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Suggestions to improve the Adoption and Practice of GESP	51.21	8.18	52.38	7.28	-1.82 3	0.06 9 ^{NS}
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Note: ** indicates highly significant at 1% level of significance; * represents significant at 5% level of significance and NS indicates not significant at 5% level of significance. Since p value is greater than 0.05, the null hypothesis, There is no significant difference between the perceptions of employees working in three star and Five star hotels with regard to awareness, adoption, implementation and perceived benefits of green environment and sustainable development practices of the hotels in the sample is accepted at 5% level of significance. Hence, it is concluded that, there is no significant difference between the perceptions of employees working in three star and five star hotels with regard to Recycling Practices; Cleaning Activities; Waste Control Activities; Overall Awareness on GESP, Commitment to Environmental Practices, Energy Efficiency and Conservation Practices, pest management and transportation as green environment and sustainable development practices of the hotels in the sample. This clearly indicates that the level of awareness, implementation capacity and the level of perceived benefits is uniform among all the employees with regard to green and sustainable practices. Hence, the kind of star hotel has no relevance in the level of implementation of green and sustainable practices in the sample. The behavioural issues of adoption and implementation from the top management needs to be focused and a positive approach can give better level of implementation of green practices and help in environmental protection and natural resources conservation to the future generations.

V. SUMMARY AND CONCLUSION

Natural resources depletion and environmental destruction can create lot of impact on sustainability through natural calamities. In order to prevent the same, conservation of natural resources and protection of environment is need of the hour. Green practices are tools in doing so. The hotel industry uses many natural resources and environment to delight the customers. The recovery of such natural loses to the environment and be reduced through green practices. The implementation of such practices requires lot of support from stakeholders especially from employees. For that, a basic level of awareness and mind set to do is important. The current work identified the high level of awareness on various types of green practices of hotel industry irrespective of training, related study and the type of hotel. In addition, the degree of implementation of many practices is observed among many sample units as a daily practice and inbuilt in the service delivery process itself. The hotel infrastructure is created in such a way that minimum usage of natural resources, consumption of natural and renewable energy and eco friendly processes. The need of the hour could be continuous support from the policy makers, management and customers in improving the green practices adoption and

implementation level. Hope a general awareness could be the one method we can enlighten the public in co-operating to implement sustainable practices in the consumption of natural resources and to minimizing the depletion. Such initiatives through social media can have a greater impact on the wide number of customers and youth. Lets hope such initiative from media and digital sources and web portals for the benefit of the society at large.

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