



Sustainability Practices on Hospitality Industry in Makassar City

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Abstract

Sustainability is an idea that is currently being widely discussed and used since it is not only associated with environmental measures but is also economical and socially just. The tourism industry, an umbrella for various industrial sectors related to the industry, such as the hotel industry, is experiencing improvement in sustainability practices, making sustainability a critical issue to address. Makassar is the biggest city in Eastern Indonesia, serving as a center for commerce and services, industrial and government activity, a hub for commodities and passenger transportation services by land, sea, and air, and a center for education and health services. However, Makassar lacks literature on sustainable practices in the hospitality industry. Therefore, this study aims to learn the sustainability practices used by hotels in Makassar City. In order to get the most accurate results, this study will gather qualitative data by conducting questionnaire and semi-structured interviews.

Keywords: Green hotel, hospitality industry, hospitality sustainability practices, hotel management, sustainability