

The impact of waste management in the hospitality industry Johannesburg north, South Africa

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Abstract

This research study unravels the concept of wastage in the hospitality industry in a holistic view. The overall purpose of the research study is to scrutinize and establish what challenges the hospitality industry is facing regarding wastage in their establishments and what impact waste has on their environment. The secondary purpose that follows the first one is to examine what the current waste management solutions are in the industry and if they are effective in the current environmental quandary the industry is facing. The tourism and hospitality industry is one of the largest industries of the world. It contributes 10.3 percent to the global gross domestic product (GDP) and it elevates a total of 8.7 percent of the unemployment epidemic worldwide by providing 234 million jobs globally. The hospitality industry has shown impressive and significant growth levels since the industry began decades ago, which proves to have a great positive effect on its economic contribution to the gross domestic product (GDP) not only in South Africa but across the globe. This industry creates jobs and generates prosperity worldwide. However this fast growing industry with all its positivity also has detrimental effects on the environment and its natural resources which is a major concern in a global perspective. The industry uses excessive amounts of natural resources and thus creates a detrimental impact on its environment and surroundings. The concerns with hoteliers' relationship with environmental challenges and social responsibility have reached high levels on the public agenda. The Substantial press coverage of degradation, high pollution levels and polarization of the environment are increasing every year. The hospitality industry is working in partnership with government and private organizations to try and minimize to the very least the negative effect pollution and miss use of the natural resources such as energy and water but it is not enough. The industry is ever evolving and has established a customer orientated program that makes their guest receive the best and freshest product but this has had a direct effect on wastage in a holistic view. Hoteliers have also introduced 'greening' to their daily tasks but this has also proven not to combat wastage in its totality.

Key words:

Waste Management, Pollution, and Environment Sustainability, Greening, Eco-Tourism, social responsibility, pollution and Greening

1. Introduction

According to Knowles (1998:01) the hospitality industry is a 24 hour industry that is fast paced and dynamic in its nature. It forms part of a bigger industry called the Travel and Tourism industry. This industry assists guests both domestic and international with accommodation facilities primarily and also with food and beverage and entertainment during the guest stay. The Tourism and hospitality industry are one and the same they only differ in the services they provide the guest. When guests plan to travel to any destination they inevitably need to plan for where they will be lodging during their stay and what they will be consuming and where they will go for entertainment and thus and that is where the hospitality industry comes in the guest's itinerary.

The industry is responsible for the employment of 234 million people around the globe.

This industry has a great positive impact in an economy of each country and positive poverty elevation impact through job creation and community involvement in its activities. Though this industry has significant positive factors about it, it also has detrimental wastage levels that have a negative impact on its environment, eco system and surrounding areas. The guests nowadays are totally different from the guests of the past since a decade ago. Guests today are sophisticated and demanding much more than ever before. They expect the service the hotels/ accommodation establishment in which they have lodged with to be at its very best. This means the freshest food, ample hot water 24 hours a day, food to be served to them as soon as it can possibly be done and ample lighting and fixtures that appeal to their eyes but all these demands leads to high levels of wastage on a daily basis in the hotels/ accommodation establishment especially on our natural resources these include water and energy. This is a great challenge that is a global concern especially considering that if wastage is not combatted immediately and urgently then the dilemma that transpired in Cape Town (South Africa) of draught that was experienced by the local community there for weeks on end a few months ago will penetrate to the whole world. Wastage of our natural resource and environment is of uttermost concern and corrective implementations should be in place urgently in all establishments in the hospitality industry.

2. Review of Literature

According to Raghubalan G & Raghubalan S (2007) the housekeeping washing machines utilize 60 to 80 gallons of water on a daily basis. Kitchen dishwashers utilize substantial amounts of water and energy to clean cutlery and crockery on a daily basis also. The swimming pools in hotels/ accommodation establishments utilize excessive amounts of both water and energy to keep the pool in a proper condition at all times for the guest to enjoy it during their stay.

The form of lighting in the accommodation establishments play a significant role in causing appeal to the guest, comfort for the guest, worker efficiency and security for the establishment itself but all these factors require a great deal of energy to be invested on them so that they are at work which is very taxing to the energy bill account. In some locations the electric bill account is at extreme high levels to a point that they are well over 80 to 50 percent of the hotel's total utility costs. Hayes and Ninemeier (2007)

Air conditioning in the hotel guestrooms, lobby area, some parts of the kitchen, banqueting rooms, office areas and restaurant area also incurs and increases the electricity bill yet hotels cannot do without this facility. Implementations of cheaper equipment that consumes less energy and water is required. Miller (1994) continues to argue that wastage levels in the hospitality industry are shockingly high and require immediate attention and correctional implementations. The food and beverage department in particular the measurements of beverages for example are not always constant and the fact that the waiter and bar men are working long hours and at a rapid pace at all times affect the accuracy of their work in terms of measurements and guest servings.

According to Van Der Wagen and Goonetilleke (2004) waste management is an asset management initiative that gives a clear indication that the business is committed to the environmental and social issues effecting the hotel and its surrounding areas. Van Der Wagen further emphasizes that the importance of waste management and efficiently disposing of waste is a responsibility of all businesses not only hospitality establishments.

According to Barrows & Powers (2009) Recycling and environmental protection are vital considerations when planning and these plans are to be implemented as soon as the hospitality establishment is in operation and not left for

when the damage has occurred. Resorts have good reputation of placing great priority on environmentally friendly practices and adhering to greening standards. Fast food outlets have also gained good reputation for recycling and re-using. Their packaging is recycled material being reused. Paker (2003)

According to Dittmer (2002) the process of removing solid and liquid waste produced in the property/hotels is called waste system procedures. Solid wastes include paper, glass, fabric, metal, food and wood. Liquid waste is primarily the water being drained into a sewage disposal system.

One of the ways to save energy and natural resources involves installing the rightful energy saving equipment these include energy efficient washing machines, dishwashing machines, energy saving light bulbs etc. Burstein (2001)

According to Cichy (1994) due to high levels of waste and pollution the governments in each country have established an agency that is an independent agency in the executive branch of the government called the environmental protection agency (EPA). This agency's mission is to control and decrease to the bare minimum pollution of water, air and the environment in general.

3. Waste management strategies and current implementations

According to Singh (2013) wastage happens in many dimensions these may include food being overcooked, food being over served to guests, improper calculations on guests' turnover/expectations of guests to arrive in functions hence left overs are plenty, staff theft and many others

Different situations call for different measures depending on what the hotel is facing, some hotels face much of staff and guest theft and in that scenario stricter measures of security must be put in place. According to Davis et al other strategies to prevent wastage as a whole in the establishment includes:

- 1 -Implementation of greening practices throughout the hotel/ accommodation establishment
- 2 – Utilization of solar power as opposed to electricity as a main way of providing energy
- 3 – Creating and storing solar energy
- 4 – Encouraging and enforcing environmentally friendly practices throughout the hotel
- 5 – Training and developing managers and all staff members in the accommodation establishments on how to be more environmentally friendly and savvy

4. Findings / Results

The research was conducted using the quantitative research method. 100 survey questionnaires were completed by respondents working in the hospitality industry in Johannesburg North. Respondents were chosen using the random sampling and convenience sampling method.

4.1 Gender

Table 4.1.1

Gender	Percentage
Male	61.9
Female	38.1

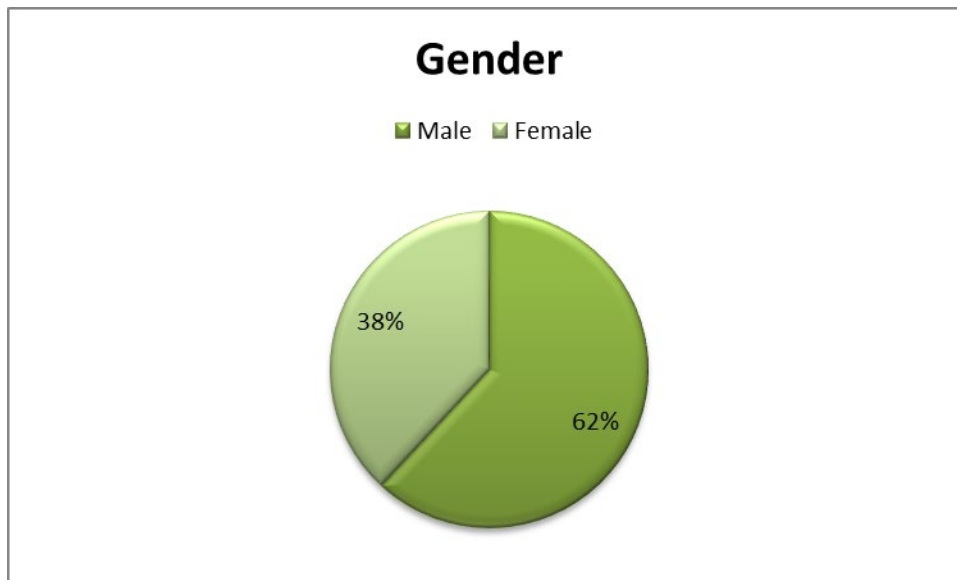


Figure 4.1

The graph above indicate that in the research conducted 62 per cent of people working in the hospitality industry in Johannesburg North are male and 38 per cent are female. This mean the gender dominating in this regard are males.

4.2 Ethnicity /Race

Table 4.2.1

Ethnicity	Percentage
Black	78.3
White	11.6
Coloured	6.5
Indian	3.6

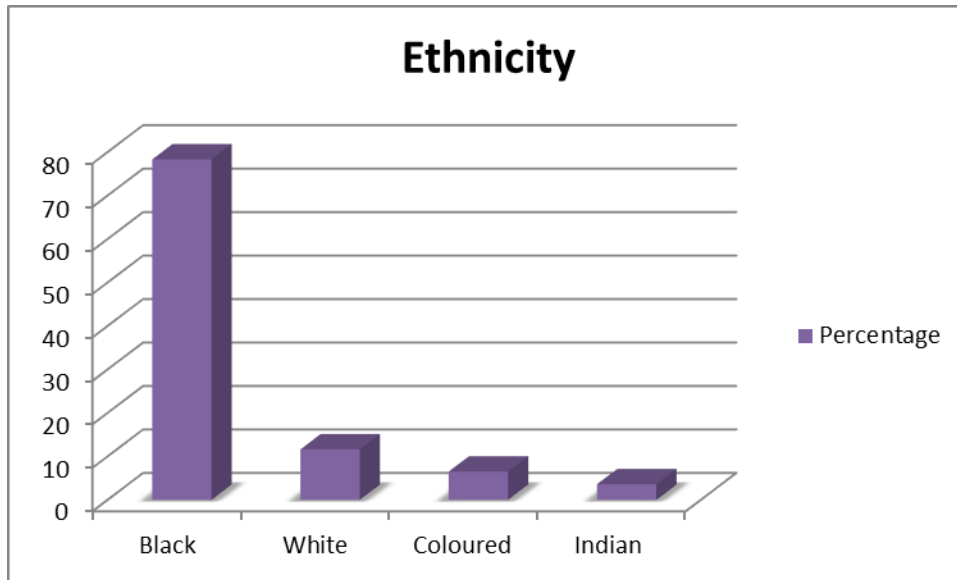


Figure 4.2

The graph above indicate that in the research conducted 78 per cent of people working in the hospitality industry in Johannesburg North are African/Black, 12 per cent are White, 7 per cent are coloured and 4 per cent are Indian. This mean the race dominating in this regard are African/ Black people.

4.3 Age

Table 4.3.1

Age	Percentage
18 – 30 years	33.2
31 – 40 years	37.6
41 – 55 years	12.7
56 years older	16.6

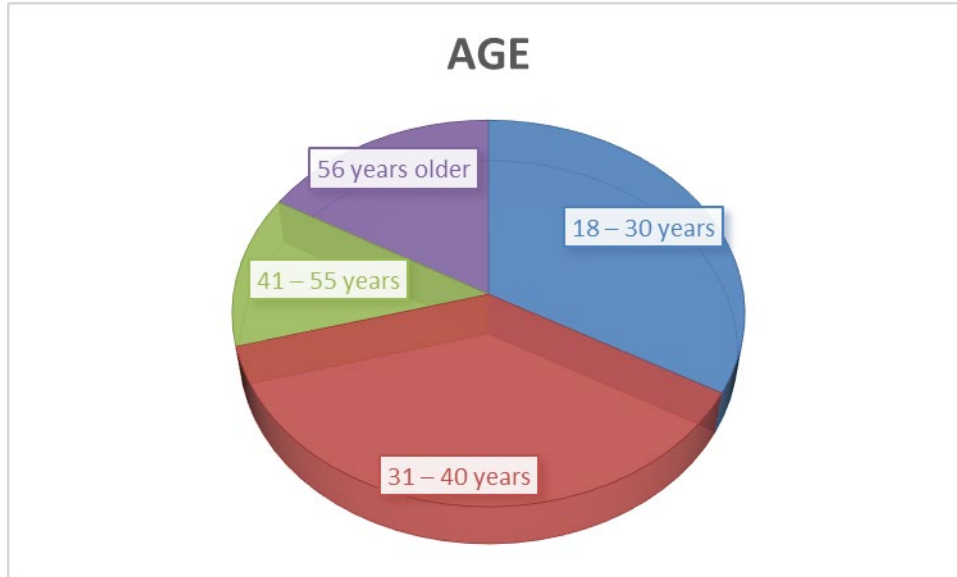


Figure 4.3

The graph above indicate that in the research conducted 33 per cent of people working in the hospitality industry in Johannesburg North are between the ages 18 – 30 years old, 38 per cent are between the ages 31 – 40 years of age, 13 per cent are between the ages 41 -55 years of age and 17 per cent are either 56 or older. This means the age dominating the work place in the hospitality industry in Johannesburg North is between 18 – 30 years old.

4.4 Period of employment in the current hospitality establishment

Table 4.4.1

Period of employment	Percentage
0-1 year	25.4
1 – 5 years	25.4
6 or more years	49.3

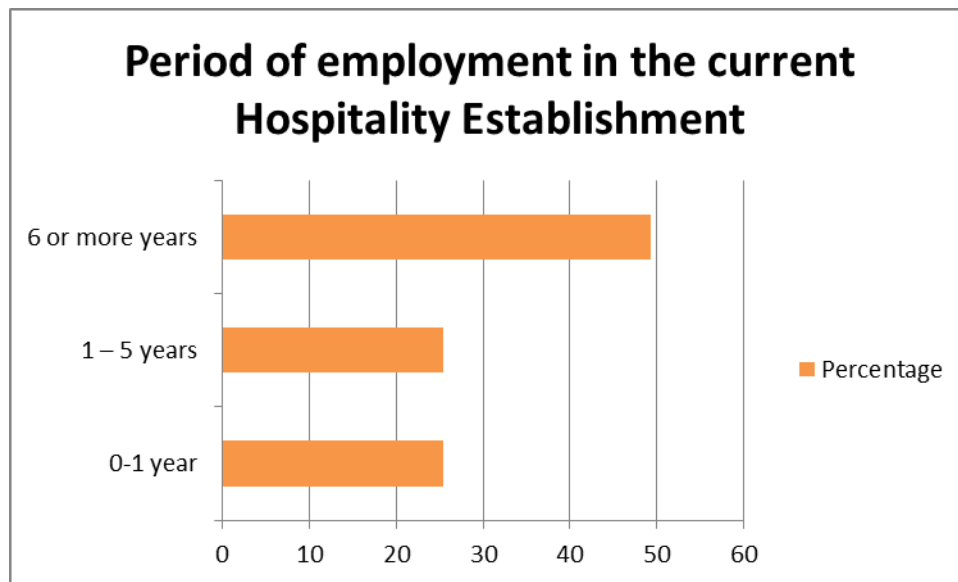


Figure 4.4

The graph above indicate that in the research conducted 49 per cent of people working in the hospitality industry in Johannesburg North have been working with their current employer for 6 or more years and 25 per cent have been with their companies between 1-5 years and 25 per cent are between 0-1 year.

4.5 Highest educational qualification obtained by employees

Table 4.5.1

Highest educational qualification	Percentage
Standard 9 or lower	28.3
Matric certificate / Grade 12	45.4
National Diploma / Certificate	20.1
Post graduate Degree	6.2

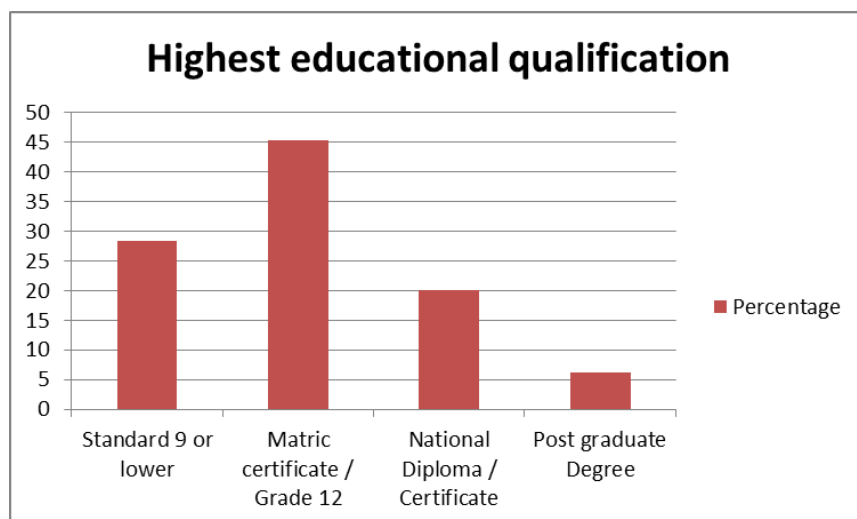


Figure 4.5

The graph above indicate that in the research conducted 45 per cent of people working in the hospitality industry in Johannesburg North have obtained a Matric certificate, 28 per cent have obtained until standard 9 or below, 20 per cent are obtained formal education after Matric that is Nation Diploma qualifications and 6 per cent obtained post graduate degrees.

4.6 Period of employment in the hospitality industry

Table 4.6.1

Employment period in Hospitality Industry	Percentage
0-5 years	22
5 -10 years	24.4
10 or more years	53.6

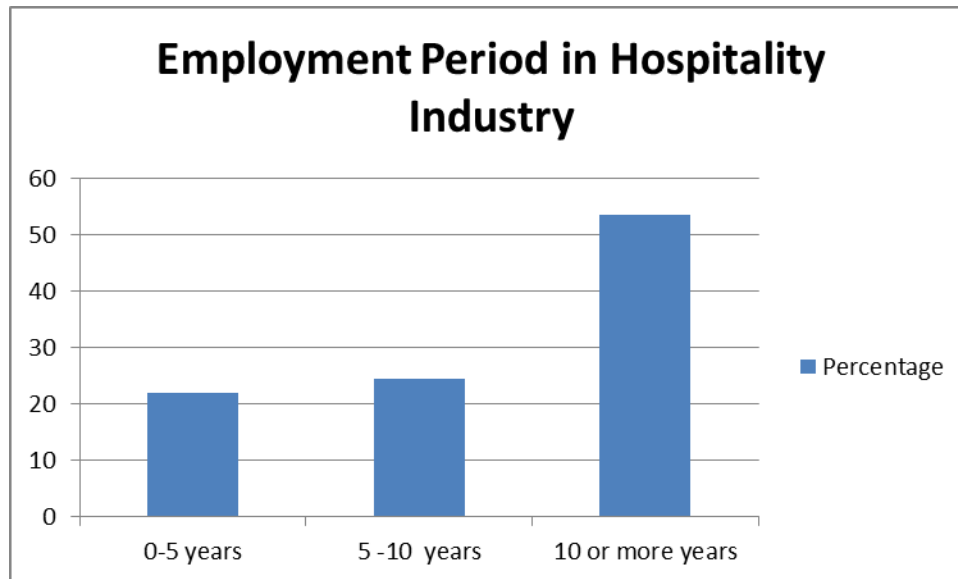


Figure 4.6

The graph above indicate that in the research conducted 54 per cent of people working in the hospitality industry in Johannesburg North are have been working in the industry for more than 10 years, 24 per cent have been working in the industry between 5 – 10 years, and 22 per cent have been working in the industry between 0-5 years.

4.7 Type of employment

Table 4.7.1

Type of Employment	Percentage
Permanent contract	42.4
Casual / Flexi	36.9
In - service training	11.8
Fixed term contract	8.9

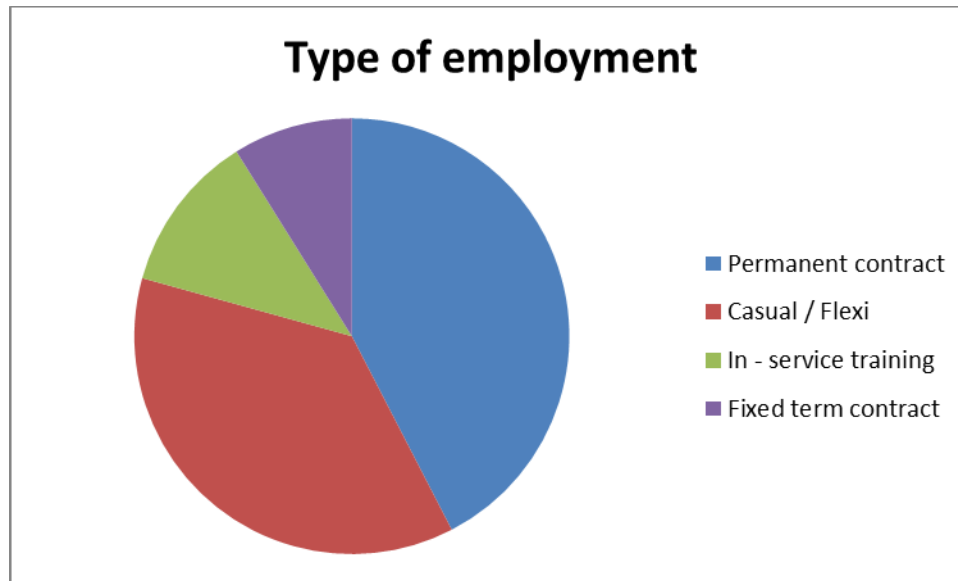


Figure 4.7

The graph above indicate that in the research conducted 42 per cent of people working in the hospitality industry in Johannesburg North are employed on a permanent basis, 37 per cent are casual workers, 12 per cent are students completing in-service training and 9 per cent are on a fixed term contract.

4.8 Area with high levels of wastage in the hotel

Table 4.8.1

Area with high levels of wastage in the Hotel	Percentage
Restaurant	21.4
Kitchen (production)	44.3
Housekeeping	28.8
Guest rooms	5.5

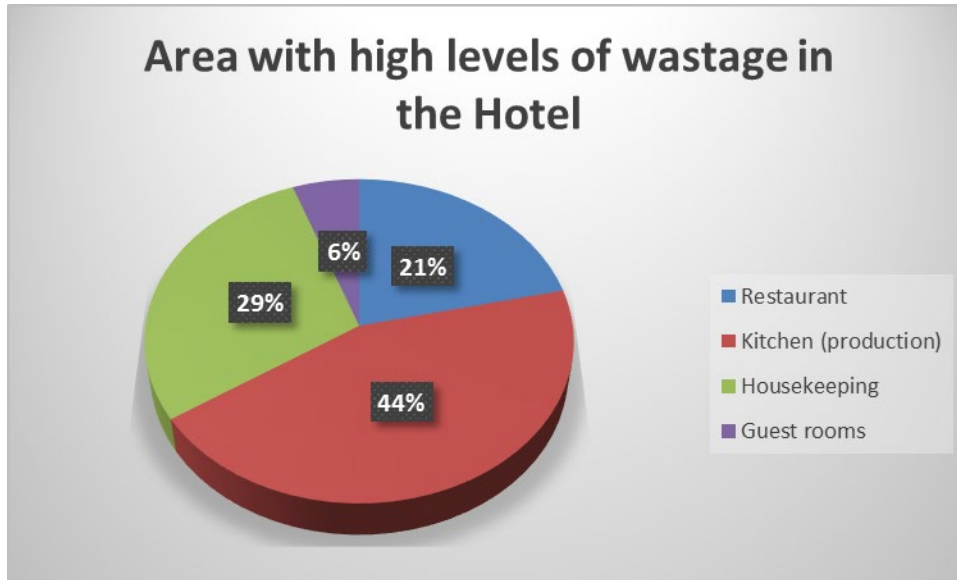


Figure 4.8

The graph above indicate that in the research conducted 44 per cent of wastage comes from the kitchen, 29 per cent is housekeeping, 21 per cent is found in restaurant and 6 per cent comes from guest rooms.

4.9 Causes of wastage in the hotel

Table 4.9.1

Causes of wastage in the Hotel	Percentage
Food waste	33.6
Water and energy waste	30.2
Serving waste	21.4
Theft	14.8

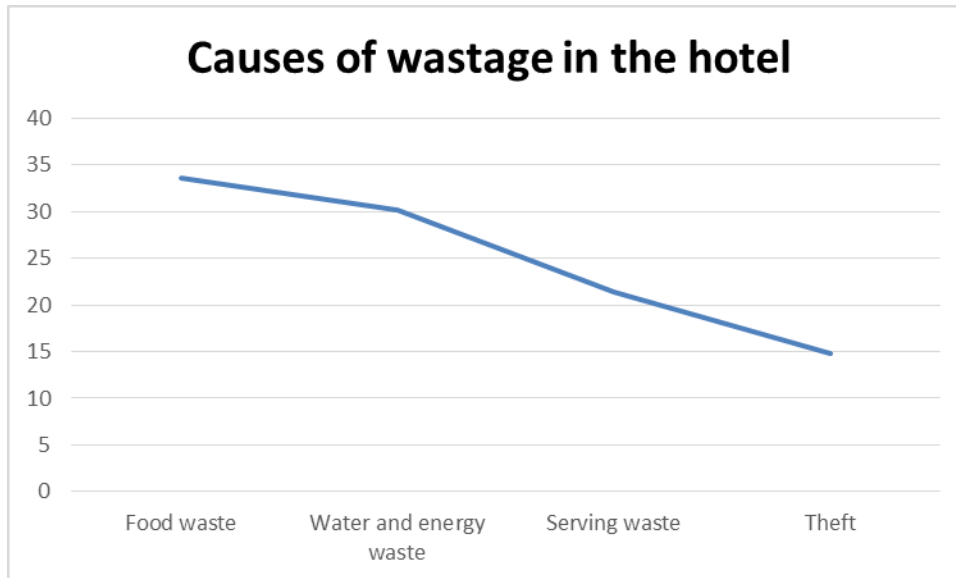


Figure 4.9

The graph above indicate that in the research conducted 34 per cent of wastage is caused by food waste, 30 per cent is caused by water and energy usage in the hotel, 21 per cent is caused by serving methods in the hotel and 15 per cent is caused by theft in the property.

4.10 Food serving styles that cause wastage

Table 4.10

Service style	Percentage
Buffet	73.2
Fine dining	8.8
Staff meals	9.3
A la carte	5.9
Room service	2.9



Figure 4.10

In the previous graph food waste was the highest causes of wastage in the hotels and the graph above indicate that in the research conducted most waste is incurred during buffets and then staff meals and fine dining and then A la carte and room service servings.

5. Conclusion and recommendations

In the 21st century guests are different and more sophisticated then they have ever been before but there are ways of saving even though providing the best service to the guests. Preservation of the natural resource is of uttermost priority and concern because wastage of it has detrimental effects for the current generation is for the generations to come. All hospitality establishments have a role to play in enforcing all greening practices and environmentally friendly practices across the globe in all their establishments. Saving in a holistic view is required in this industry.

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7. Acknowledgements

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