

The Impact of Environmental Management Practices on the Organizational Performance of the Hotel Industry of Western Province in Sri Lanka

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Abstract

This research article was designed to explore the Environment Management Practices (EMP) performed by the Western Province hotels in Sri Lanka and to identify the relationship that these practices have with the organizational performance of hotels. Tourist hotels registered with the Sri Lanka Tourism Development Authority (SLTDA) during the period from 2018 to 2022, with star ratings ranging from one star to five stars, have been selected as the sample for this study from which data was collected primarily by means of a questionnaire. This study was also expected to find out which Environmental Management Practice is significantly used by the Western Province hotels in Sri Lanka. This study follows a Quantitative Approach (QA) and data has been collected from tourist hotels registered with SLTDA, that have obtained star ratings ranging from one star to five stars. Data was collected through a survey questionnaire then analyzed using descriptive statistical techniques. The results of this research reveal that there is a statistically significant positive relationship between the independent variables of Waste Reduction, Water and Energy Efficiency, Environmental Communication, Education and Training on Environmental Awareness, and Managerial Knowledge of Environmental Protection. This leads to the conclusion that there is a positive impact of hotels implementing Environmental Management Practices on the Organizational Performance of the Hotel.

Keywords: Environmental Management, Environmental Management Practices, Organizational Performance, Hotels, Waste Reduction, Energy Efficiency