

Does Project Noise Interfere With Guest Comfort? A Case Study at Radisson Blu Uluwatu Hotel

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| Article History | Abstract |
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| Received: 23 April 2025 Accepted: 03 June 2025 Published: 20 June 2025 | <p><i>Radisson Bali Uluwatu is one of the 5-star hotels in Bali. Since mid-2023, the hotel has experienced many complaints from guests staying due to the construction project of the hotel and villa construction, which is located east and west of the hotel. This study aims to determine the noise disturbance of construction projects on guest comfort at Radisson Blu Bali Uluwatu Hotel. This research uses data collection methods by means of observation, interviews, and documentation. The data obtained was then analyzed and presented qualitatively. The results showed how to understand and apply soundproofing methods to reduce noise entering the hotel room. The conclusion that can be drawn is that the application of acoustic systems in guest rooms is able to provide comfort while in the room, so that guests feel safe, comfortable, and satisfied with the hotel atmosphere, and will have a positive impact on the Radisson Blu Bali Uluwatu Hotel.</i></p> |
| | <p>Keywords: <i>Construction Project Noise; Guest Comfort; Radisson Blu Bali Uluwatu,</i></p> |



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INTRODUCTION

The tourism industry plays an important role in economic development in Indonesia, and hotels, as one of the businesses that provide accommodation services, food, drinks for guests and are also accompanied by other facilities (Towoliu, et al. 2017). One area that is an indicator of tourism development in Indonesia is Bali. Bali is considered a tourism industry laboratory where the development of tourism infrastructure is so massive this is because Bali does not have natural resources such as oil and gas, forest products, or large-scale manufacturing industries, as is the case by other regions in Indonesia.

The development of Bali as a choice of tourist destination for both foreign and domestic tourists is supported by various factors, including the natural and cultural potential of the Balinese people (Dewi, 2016). The development of the tourism sector needs to be supported by supporting facilities such as accommodation facilities (hotels, villas, etc.), restaurants, travel agents, money changers, infrastructure, and tourism destinations that are presented to tourists (Indonesia R, 2009). Construction projects or building development in the hospitality area produce noise that can disturb the peace of guests. Asmanto & Arsandrie, (2020), the machines and equipment used to construct the building on the one hand are beneficial for the building construction project, but on the other hand, they can have a negative impact by causing noise

that can disturb comfort. Noise can be defined as a problem that directly affects and can interfere with activities, comfort, and even threaten health. In addition, noise can also cause disturbances in guest activities such as communication problems, physiology and psychology. Clashes between work equipment, formwork, construction activities and the use of heavy equipment are some of the sources of noise from construction activities.

Radisson Blu Bali is a five-star hotel located in Uluwatu, Pecatu. The hotel has facilities such as 125 rooms, restaurant, bar, swimming pool, SPA and others. This hotel is quite strategic because it avoids direct access to the highway so as to avoid the noise of vehicle traffic that can interfere with guest comfort. However, the area around the hotel is fairly large and still has vacant land. Thus, the investors organized the construction of hotels and villas, which just started in mid-2023. As a result of this development, has a negative impact on guest comfort at the Hotel. Based on the data from the observations made by the author during the Field Work Practice at this hotel, the author found many complaints experienced by guests, such as the sound of construction traffic, soil drilling, iron installation, casting, and others. This causes guests who stay overnight to feel disturbed and the comfort that guests should feel is reduced due to the sound caused by the construction project.

LITERATURE REVIEW

Noise

A sound that is disliked because it interferes with human hearing. In addition, noise is caused by daily activities such as the use of machinery and equipment, which certainly creates unwelcome sounds. (Marisdayana et.al, 2016). World Health Organization (2001), noise can also be defined as any sound that is unnecessary and has a negative impact on quality of life, health, and wellness. Djalante (2010), adds that noise or buzzing can be defined as unwanted sounds that disturb people. Thus, some small or subtle sounds that are listened to, if they are unwanted, will be called annoying. Thus, tourism is a contemporary symptom that arises due to the needs of a person or group of people, to spend time looking for pleasure out of the daily routine of enjoying life, by learning to appreciate nature and social-culture by maintaining a balance caused by massive industrial development with the aim of environmental sustainability and its surroundings.

In the Law of the Ministry of Health of the Republic of Indonesia, "Noise is any unwanted sound that comes from production equipment and or work equipment that at a certain level can cause hearing loss." Furthermore, sounds that are caused by certain activities and have a long duration, and are unwelcome, can interfere with human health (Hidup, 1996).

Meanwhile, noise can be defined as the occurrence of unwanted sounds that disturb and/or can endanger health (Mirjaz et al,2024); Minister of Health Regulation No. 718/Menkes/Per/XI/1987). Based on some of the definitions explained above, it can be concluded that noise is unwanted sound or noise originating from human endeavors or activities that can have a disturbing effect on human welfare and natural comfort. Based on some of the definitions explained above, it can be concluded that noise is unwanted sound or noise originating from human endeavors or activities that can have a disturbing effect on human welfare and natural comfort.

Noise can be classified into several forms, including: (a) building construction, (b) indoor noise, (c) industry, (d) road activities, (e) trains, and (f) aircraft, World Health

Organization (1980). In addition, noise is caused by several factors, among others: (1) Noise Intensity; the higher the concentration of disturbance caused, the greater the possibility of hearing loss, (2) Frequency of Disturbance; a high frequency causes a greater possibility of hearing loss. The frequency range of human hearing ranges from 20 Hz to 20,000 Hz. (3) Length of Stay; hearing loss is more likely to occur in people who live near the noise source for the same amount of time, (4) Individual Susceptibility; the response of each individual exposed to noise will be different depending on their individual sensitivity. (5) Type of Noise: Continuous noise has a higher risk of hearing loss than intermittent noise. (6) Duration of Exposure: The longer the duration of exposure, the greater the chance of hearing loss. This duration factor is related to the length of noise exposure, and (7) Age; the age factor cannot be ignored because it can affect a person's physical and mental health (Irzal, 2016).

Furthermore, this noise will have impacts such as: (a) Disrupt Comfort, excessive noise in the hotel environment can disturb guests' sleep, make them feel uncomfortable, and can even affect the overall stay experience. (b) Reduce Productivity, where it disturbs the concentration of guests who are working or doing important activities, (c) Trigger Negative Emotions causing stress, tension, and negative emotions in guests. (d) Causes Health Disorders, causing sleep disturbances, stress, hearing loss, and even contributing to the risk of heart disease and high blood pressure and (e) Causes Psychological Disorders which can lead to impaired concentration, stress, anxiety, and other psychological discomfort in guests. It can also affect mood, sleep quality, and overall stay experience (Eriksson, 2013).

Hotel Development

Development is a conscious human effort to change the environmental balance from poor quality conditions to better quality conditions. So that the development or development of hotels and the environment must run harmoniously so that all humans can benefit (Soemarwoto, 2003). The establishment of hotels, condotels and other accommodation buildings in Bali is part of the Bali Provincial Government's strategy in implementing sustainable tourism development by widely involving community participation. Community participation can be built if community empowerment is carried out. Community empowerment is the main key in tourism development because with empowerment, the community will participate in maintaining tourism objects, namely their cultural and natural potential, so that in the end, sustainable tourism development can be achieved (Sutawa, 2012).

The establishment of hotels, condotels and other accommodation buildings in Bali is part of the Bali Provincial Government's strategy in implementing sustainable tourism development by widely involving community participation. Community participation can be built if community empowerment is carried out. Community empowerment is the main key in tourism development because with empowerment, the community will participate in maintaining tourism objects, namely their cultural and natural potential, so that in the end, sustainable tourism development can be achieved (Sutawa, 2012). The development agenda, which is supposed to provide benefits for all parties, is in fact not working as it should. Hotel development activities in Bali are an example of how development does not always have a positive impact. In the near future, we often see a phenomenon that is not in line with Bali, namely the construction of hotels everywhere. This has negative impacts, such as the

occurrence of noise issues, which refer to the discomfort of the surrounding environment. (Kates, et.al,2016).

Besides that, environmental acoustics or architectural sound control is a branch of environmental control in architectural spaces. Then it can create an environment where ideal listening conditions are provided, both in closed spaces and in the open air and the occupants of architectural spaces inside and outside will be sufficiently protected against excessive noise and vibration. The type of cladding in a room affects the sound quality in that room. Therefore, the acoustic design of a building has two objectives: comfort and safety. Acoustic comfort is also very important for human ears living near construction projects, (Ching, 2007). A typical example is in a hotel, which is surrounded by construction projects that cause noise, especially in the rooms. This can be seen from some comments and assessments from some visitors and guests who feel disturbed by the sound and uncomfortable to linger.

Based on the theoretical basis above, it can be concluded that the construction process of a building that is located close to an operating hotel has a negative impact on the comfort of guests at the hotel. This is because there will be continuous noise complaints. In this case, if not handled quickly and appropriately, the good relationship built by the hotel towards guests will decrease. The sense of trust and comfort of guests at a hotel must be maintained to achieve company goals.

RESEARCH METHOD

The method used in this research is a qualitative method, and data collection techniques as material for this research are observation, interview, and documentation techniques, (Kepustakaan, 2014). In this study, researchers made direct observations in the front office department as well as in guest rooms at the Radisson Blu Bali Uluwatu Hotel. Primary data used are interview results from sources, observation data. Secondary data is obtained from journals, articles, and sites from the internet. Researchers use secondary data to support and complement the analysis, so as to gain more understanding of the research topic, and to compare with previous research. In collecting data for this study, researchers used interview and observation techniques to obtain the expected result argument. After conducting interviews, observations and testing of primary and secondary data, the next step is to analyze and discuss the results of observations and interviews that have been conducted.

RESULT AND DISCUSSION

The following are the results of interviews with informants or resource persons from the hotel:

Table 1. Result of the Interview

| Result Interview | |
|--|---|
| Interview 1 | |
| Researcher = (R) | |
| Informant 1 = (I) Position: Guest Service Agent, Hotel Radisson Blu Bali Uluwatu | |
| Time = January 22, 2024 | |
| R | Does the construction project next to the hotel affect guest comfort? |
| I | <i>Very influential, because the sound generated from the construction project causes discomfort for guests, resulting in many complaints to occur.</i> |
| R | Is there a significant influence between the construction project and guest comfort? |

| | |
|---|---|
| I | <i>Most of the guests complained about their increased stress levels, difficulty concentrating, emotions, and difficulty resting.</i> |
| R | Are there any specific complaints from guests regarding the noise? |
| I | <i>Usually, the hearing factor, sleeping time, especially for guests who have babies, the elderly who want peace, and also includes the relaxation factor to be less satisfying for guests.</i> |
| R | How does the hotel respond to the complaint? |
| I | <i>Remain calm and listen carefully to everything they have to say, write down their complaints so they know they are taken seriously, apologize for the inconvenience, and sympathize professionally with the problem, show willingness to solve the problem, provide options to give the guest control, such as a discount, or offer to move the guest to another room.</i> |
| R | What solution did the hotel give to the guest regarding the noise? |
| I | <i>Moving to a room away from the noise, compensating room upgrades, or complimentary food and beverage and spa.</i> |

Interview 2

Researcher = (R)

Informant = (Guest of Radisson Blue Bali Uluwatu with the total are 4)

| | |
|----------------|---|
| R | Are there any problems during your stay at Radisson Blu Bali Uluwatu Hotel? |
| I ¹ | <i>Overall safe, but at that time I felt uncomfortable because there was a construction project close to my room, which was very noisy and disturbing.</i> |
| I ² | <i>Check-in reception was too slow, there were mosquitoes in the room, and there was construction noise.</i> |
| I ³ | <i>Yes, during my stay, I often heard noise from the construction that was right near my room.</i> |
| I ⁴ | <i>I stayed in one of the rooms where the air conditioner often died, finally, I was moved to another room, but the position of my room facing the construction project sounded clearly and disturbing.</i> |
| R | Does the noise caused by the construction project interfere with your activities while at the hotel? |
| I ¹ | <i>I often hear the sound of very loud construction equipment and vibrations, which disturbs my peace and relaxation during my stay.</i> |
| I ² | <i>It is quite disturbing because it makes me and my wife unable to rest during the day.</i> |
| I ³ | <i>Yes, my rest time in the room was disturbed during the day, I had to go out of the room when I wanted to rest just to avoid the noise from the construction.</i> |
| I ⁴ | <i>It is very disturbing because the room is right in front of the construction project.</i> |
| R | What do you want to overcome this? |
| I ¹ | <i>I want to have the peace of mind that I should have during my stay.</i> |
| I ² | <i>It's simple, actually I hope to move to a room that is a little far from the construction.</i> |
| I ³ | <i>I would like a solution to reduce or eliminate the noise.</i> |
| I ⁴ | <i>I would like to be moved again to a room that is away from the noise of the project and room facilities that function normally.</i> |
| R | How did you convey the complaint to the hotel? |
| I ¹ | <i>I complained to the front desk about it, I said that I felt dizzy and had a headache due to the noise, and I was compensated to upgrade to a room away from the noise.</i> |
| I ² | <i>I said that the noise made me and my wife uncomfortable in the room.</i> |
| I ³ | <i>I conveyed my complaint about the construction noise to the receptionist, which made me uncomfortable. I asked what solution the hotel would provide for me, then the hotel team responded that they would move me to a room away from the construction, but because it was full occupancy at that time, I was given a massage voucher and would be followed up at the check-out time of other guests.</i> |
| I ⁴ | <i>During the day when the project was underway, I immediately complained about the very loud noise from the project. If possible, I was moved again to another room, I was disturbed by the noise.</i> |

| | |
|----------------|---|
| R | What advice would you like to convey to the hotel regarding the noise? |
| I ¹ | <i>It would be better for the hotel to convey the noise when prospective guests make reservations online so that they are not surprised by it later, and it would be better to have soundproofing in the room.</i> |
| I ² | <i>My suggestion is that, while the construction process is still ongoing, the rooms that are close to the construction should not be sold first, or can the hotel install a device for soundproofing? that's all.</i> |
| I ³ | <i>My suggestion to the hotel is to find a solution so that the noise from the construction project does not disturb my comfort and that of other guests. Such as providing rooms that are more isolated from the noise, or adding entertainment rides for guests</i> |
| I ⁴ | <i>The interior of the room needs to be improved, and if possible, soundproofing should be installed, because the sound from outside is still clearly audible.</i> |

Source: Researcher Processed Data

As described above, interviews were conducted by asking questions based on the acoustic comfort felt by several hotel guests staying, and supported by questions to front office staff who often get complaints from guests due to the noise generated by the construction project. This interview was conducted with 4 guests and 1 staff member with an average age of 25 to 40 years.

The data obtained based on the results of interviews with guests include noise factors from development construction projects with answers very noisy as many as three people and quite noisy as many as one person, noise factors on guest comfort with answers very disturbed as many as three people and quite disturbed as many as one person, noise factors on guest leisure time with answers very noisy as many as one person and quite disturbing as many as three people, noise factors on guest rest time with answers very disturbed as many as two people and quite disturbed as many as two people, noise factors on health such as dizziness and headaches with answers very disturbed as many as one person. Based on the interview data above, it can be concluded that:

1. The existence of construction projects for the construction of hotels and villas which are located close to the hotel rooms makes guests feel very disturbed due to the sound caused by the construction project, so that guests feel noise and guest activities are disrupted.
2. The noise caused by the construction project of the hotel and villa development also disturbs the comfort of guests, and the expected expectation of relaxing is not obtained by guests.
3. As a result of the noise generated by the construction project of the hotel and villa development, the guests' sleep time is disturbed, causing health problems such as dizziness and headaches.
4. According to guests staying in buildings four, six, and seven, the construction project for the construction of hotels and villas creates noise coming from construction machinery, thus disturbing the comfort of guests staying.

After conducting interviews, it can be categorized that the conditions in the rooms in buildings two, six, and seven are noisy. The sound generated by the hotel and villa construction project when this research was conducted was still in the early stages of development, making guests uncomfortable and also causing vibrations. The sounds generated come from

construction machinery in the form of bulldozers, loaders, backhoe loaders, excavators, scrapers, foundation piling tools, truck cranes, mobile cranes, dump trucks, and others.

Observation Results

After conducting observations at Radisson Blu Bali Uluwatu, the researcher obtained the following results: Radisson Blu Bali Uluwatu is a five-star hotel located in the Uluwatu area. The Uluwatu area is one of the strategic areas, so there are many accommodation developments such as the construction of hotels, villas, and others. Based on the results of observations made by the author, there are ongoing development projects located directly to the east and west of the hotel. This creates discomfort for hotel guests, especially in their rooms, due to construction noise. This is also related to several complaints and reviews from several guests who felt the noise was disturbing and caused discomfort during long stays.



Figure 1: Location Of The Development Project
Source: Researcher Documentation

Figure 1 is the condition of the ongoing construction project next to the Radisson Blu Bali Uluwatu Hotel. It is clear that there are construction tools that are undergoing development, which causes noise that is quite disturbing to guests. This construction project is divided into two locations, one in the eastern part of the hotel and the other in the western part of the hotel. In this case, the rooms exposed to noise are in buildings two, six, and seven. So that the average guest who stays in a room in the building experiences noise complaints.



Figure 2: Hotel Room Interior
Source: Radisson Blu Hotel

As the author described earlier is picture 2 is of the interior of the Radisson Blu Bali Uluwatu Hotel room. In the room, it can be seen that the interior of the room tends to use wood material, which does not have a dampening material that can block the sound from inside or outside. In addition to the noise generated from construction projects, activities from inside the room, such as watching TV, talking at loud volumes, etc., can certainly cause noise from outside and from inside the room to be heard clearly.

Discussion

Service quality in a hotel is very important because it affects guest perceptions of the hotel, which in turn affects guest loyalty and the overall image of the hotel. Guests who are satisfied with the service provided tend to return to stay at the same hotel and are likely to recommend it to others. Service quality is an indicator that must be considered in excellent service (Aria and Atik, 2018). Service quality is a central point for hotels because it greatly affects guest satisfaction, so that guest satisfaction will arise if the quality of service provided is very good.

There are five main dimensions known as service quality that are used by guests to assess service quality in hotels, including (Lupiyoadi, 2014): (1) Tangible is the ability of the hotel resources to show their extension to external parties. The appearance and ability of reliable hotel resource facilities and infrastructure, as well as the state of the surrounding environment, are one way the hotel presents the quality of service to guests. (2) Reliability is the ability of hotel resources to provide services in accordance with what is promised accurately and reliably. Performance must be in accordance with guest expectations, which are reflected in timeliness, the same service for all guests without error, a sympathetic attitude, and high accuracy. (3) Responsiveness is responsive, and the services provided are fast and precise, and clear. Ignoring and letting guests wait for no apparent reason can give a negative assessment of service quality. (4) Assurance is the knowledge, friendliness, and capacity of hotel resources to foster guest trust in the hotel. (5) Empathy is an attitude of giving sincere and individualized attention to guests by trying to understand the wishes of guests, where the

hotel resources are expected to have an understanding of guests, understand the specific needs of guests, and have convenient operating hours for guests.

CONCLUSIONS

From the research conducted, it can be concluded that Radisson Blu Bali Uluwatu is experiencing acoustic problems in its hotel rooms so that renovations must be carried out to minimize the noise generated by construction projects and avoid excessive noise. Hotel rooms affected by construction noise are located in building two, six, and seven. To ensure acoustic comfort in hotel rooms, room wall materials must be soundproofed such as glass wool or wood panels are believed to provide an even or normal soundproofing effect so that noise from construction projects can be blocked and absorbed so that the noise is not so disturbing to guest comfort. Wood panels are also very suitable to be combined with the Radisson Blu Bali Uluwatu hotel building concept which basically uses wood material so that it not only supports room acoustics with its absorption, but also maintains its aesthetic value.

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