

THE EFFECT OF SERVICE QUALITY AND GREEN MEETING ON CONFERENCE PARTICIPANTS SATISFACTION IN BALI

(PENGARUH KUALITAS LAYANAN DAN GREEN MEETING TERHADAP KEPUASAN PESERTA KONFERENSI DI BALI)

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Abstract

Bali is in the first place for frequency of conference events when compared to Jakarta. Bali is a very strategic place in the implementation of both national and international conferences, but its competitiveness is still below that of countries in the ASEAN. The research aims to analyze the effect of service quality and green meeting on conference participant satisfaction. The research method is a quantitative method with SEM data analysis with the AMOS program, using a likert scale. Determination of respondents carried out by accidental sampling. The results showed that: 1) service quality had a significant effect on conference participant satisfaction, 2) green meeting had a significant effect on conference participant satisfaction. The conclusion of this study is that service quality and green meetings are very important in a conference event because they affect the satisfaction of conference participants in Bali.

Keywords: Bali, green meeting, conference, satisfaction, service quality.

Abstrak

Bali urutan pertama dalam frekuensi event conference jika dibanding dengan Jakarta. Bali merupakan tempat yang sangat strategis dalam pelaksanaan acara konferensi baik nasional maupun internasional, namun frekuensi event conference masih tidak stabil bahkan di bawah negara-negara di kawasan ASEAN. Penelitian bertujuan untuk menganalisis pengaruh service quality dan green meeting terhadap kepuasan peserta konferensi. Menganalisis pengaruh kepuasan peserta konferensi terhadap loyalitas. Metode penelitian adalah metode kuantitatif dengan analisis data SEM dengan program AMOS, menggunakan skala likert. Penentuan responden dilaksanakan secara accidental sampling. Hasil penelitian menunjukkan bahwa: 1) service quality berpengaruh signifikan terhadap kepuasan peserta konferensi, 2) green meeting berpengaruh signifikan terhadap kepuasan peserta konferensi. Simpulan penelitian ini adalah service quality dan green meeting sangat penting dalam sebuah acara konferensi karena berpengaruh terhadap kepuasan para peserta acara konferensi di Bali.

Kata Kunci: Bali, *green meeting*, konferensi, kepuasan *service quality*.

INTRODUCTION

The event Industry is one of the world's largest employers and contributes a significant positive economic impact (Theodorakis, 2015, Abdullah, 2009). The atmosphere and the amount of food quality, waiters or committee members and prices or values according to what is offered, (Comas and Moscardo, 2005), this study strongly agrees with Fenich (2008), the essential factor in the implementation of the event is that it must have catering with permanent kitchen facilities and hotels, restaurants, convention center with permanent furniture such as tables, chairs. Participants want to experience a different experience from where they live, which means they want to experience being a host too. This statement is also supported by Hsieh (2011), that to conduct a conference; participants must feel satisfied and influenced by food and drink. Guests who feel satisfied in an event will become loyal customers (Yuruk et al., 2017), this research is supported by the results of research by Parasuraman et al. (1988) that Service Quality influences customer satisfaction.

Steiner et al. (2009) stated that using a lot of plastic and paper affects the environment, both small and large meetings, not only this will affect the environment but also other materials needed by participants, electricity use, water use, provision catering, is the same as the opinion by Amandeep dan Singh (2017) who said in the results of the meeting, that the tourism business will always increase and have an impact on the environment, industrial hotels have also made initiatives to conduct green meetings which will reduce the environment both on electricity use, food, lodging, and others, this will become an extraordinary reputation that makes customers loyal. This study strongly agrees with Aksu et al. (2016) stating that the participants strongly support the existence of eco-friendly green meetings in the world that save food, water, electricity, and paper.

In 1969 Tri Hita Karana had three philosophies, namely (1) PARAHYANGAN (Man with God), (2) PAWONGAN (Man with One another), (3) PELEMAHAN (Man with Nature Environment) was established as the foundation of development in Bali. Implementation of development that

upholds harmony and togetherness to create a calm and peaceful atmosphere in the life of the Balinese people. In 2013 the Tri Hita Karana Foundation created the THK Tourism Award and Accreditation. What is being done in Bali is strongly supported by the Minister of Tourism and Creative Economy of Indonesia (Mari, 2012), This is also supported by the governor of Bali regulation (Peraturan Gubernur) No. 97 of 2018, namely Bali must manage every destination, tourist attraction, every event must be sustainable or must be green meetings, this has also been supported by stating that the types and restrictions on the use of single-use plastic in the form of bags plastic, polystyrene and plastic straws so that they can be replaced with other materials or removed altogether.

Based on the explanation above, Indonesia, especially Bali, should not decline for the Sustainable Event Conference, such as data submitted by the International Congress and Convention Association (ICCA) (2019) that Indonesia is a conference event. In ASEAN is on the order of 36, meaning that Indonesia is below Singapore, Malaysia, and Thailand as well as data from the Bali Regional Police, (Polisi Daerah (POLDA)) (2017) that every year from 2012 to 2017 is decreasing. Providers of conference facilities in Bali still provide plastic bottles, notebooks, pencils on the guest table (survey and interview: Ida, Darma, Wahyudi, Bimbi: 2020). With this, researchers are interested in researching combining Service Quality with the Green Meeting with focused on the two problems, firstly, the impact of the service quality towards satisfaction, secondly, the impact of green meeting towards satisfaction.

Kachiewska (2014) said that service quality at the event conference is essential food equipment in an event so as a Professional Conference Organizer (PCO) will choose a place that has adequate facilities and equipment. The research method used was structured interviews with conference planners in Poland by telephone with representatives of four associations event planner and forty-five Professional Conference Organizers (PCO). In contrast, the research method used was qualitative research methods.

In my opinion, this research in taking respondents is not sufficient for a Polish country study, only four associations event planer and forty-five Professional Event Conference (PEO), and there is no in-depth data analysis. Whereas my research uses participant respondents, namely 290 people, with a combined research method, using data analysis using SEM.

The results of research by Whitfield and Weber (2010) stated that avenue conference must be renewed and its facilities improved because of the high demand, rather than participant satisfaction, with the hope that participants will come again or that participants can recommend the place because it has complete facilities and keeps up with the present. It can be seen in this study that the meeting room/conference facilities are significant because they can influence guests to come again. This study focuses on meeting room/facilities conference only. Whereas at this time for the conference, it is needed not only the facilities but the quality of the food and drinks offered, the quality of service and how the conference is sustainable, therefore my research is complete because it has thoroughly researched the quality of service both food and beverages. This research method is quantitative research with multiple regression data analysis with the number of respondents, 438 people. This research is less precise, with a large enough number of respondents, 438 respondents using multiple regression data analysis. While my research has 290 respondents using data analysis, namely SEM.

The function of food for participants is so important that it is seen that the function of food has a positive relationship to the satisfaction of conference participants, Kim et al. (2009). The food function takes a critical position in keeping conference attendees, prioritizing the quality of food content before other factors. This study uses a quantitative research method by distributing questionnaires through 313 email by analyzing the SPSS 16.0 program data. It can be seen in this study that food and drinks are essential for conference participants so that guests return. Still, at this time it is not enough because of food and drink alone but must be added by providing friendly, responsive, environmentally friendly

service, therefore my research researching the quality of food, the process of action of the waiter when serving guests, environmentally friendly. This research uses quantitative research methods by distributing questionnaires by email to conference participants by analyzing data on the SPSS 16.0 program. This research can be inaccurate on the answers to distributed questionnaires because it is not direct, while my research is distributing questionnaires directly. In contrast, this research method uses a combination method with AMOS program data analysis.

The theoretical this research used from Gronroos (1984), "A Service Quality Model and Its Marketing Implication." Parasuraman et al. (1988), "SERVQUAL: A Multiple-Item Scale for Measuring Consumer Perception of Service Quality" and for green meeting or sustainable from Aksu et al, (2016), "Analyzing Green Meeting Perceptions of Medical Meeting Participants: An Exploratory Research in the Antalya Region of Turkey", Aksu et al, (2016), "Analyzing Green Meeting Perceptions of Medical Meeting Participants: An Exploratory Research in the Antalya Region of Turkey", Steiner et al. (2009), "United Nation Environment Program "Green Meeting Guide", Steiner et al. (2012), "United Nations Environment Program Sustainable Events Guide", Buathong and Lai (2017), "Perceived Attributes of Event Sustainability in the MICE Industry in Thailand: A View point from Governmental, Academic, Venue and Practitioner", World Trade Organization (UNWTO:2013), "Sustainable Development Goal", than for satisfaction from Yuruk et al (2017), "Analyzing the effect of social impact of event on satisfaction and loyalty".

METHODS

This research employs quantitative research methods, this research activity more comprehensive, valid, reliable, and objective data are obtained, Sugiyono (2014), Creswell (2013). The research steps can be seen in Figure 1 below:



This research location was in Nusa Dua and Kuta. The location was chosen based on two places that have the largest capacity in Bali.

In this research, the data collection technique follows a preliminary survey, which is the first step taken to determine the phenomena that occur in the object under study to be understood and stated in a study. The field study used direct observations on the object under study. Afterward, the researcher distributes questionnaires that have been prepared on the object under study and answered by respondents.

A population is a collection of individuals or objects that have assigned qualities and characteristics. Based on these qualities and characteristics, the population comprises individuals or objects of experience with at least one character in common, Creswell (2013). The population used in this study were conference participants from abroad and within the country, especially in the Nusa Dua dan Kuta. The sample is part of the population selected number and characteristics by using certain rules (Sekaran, 2013). The Sampling method used accidental sampling, namely the conference participants who attended the conference, Sugiyono (2014). Referring to the opinion of Hair et al. (2017), who says that the usual sample size in SEM analysis is 5 to 10 times the number of indicators. With 29 indicators, the number of respondents is $10 \times 29 = 290$. In data analysis using SEM with the AMOS program, this number has met the requirements.

RESULTS AND DISCUSSION

Looking at the data in this study obtained through distributing questionnaires, before analysis of structural equation models using statistical software AMOS version 22, the output information from the AMOS analysis results can be shown:

The Value $\chi^2/df = 261.845/86 = 3.338$

(acceptable, Hu and Bentler, 1999)

RMSEA = 0.087 (acceptable, Hu and Bentler, 1999)

RMR = 0.093 (acceptable, Hu and Bentler, 1999)

GFI = 0.739 (acceptable, Iacobucci, 2010)

CFI = 0.814 (acceptable, Iacobucci, 2010)

This is also supported by a reference to the opinion of Kline (2004), the model formed is considered 'good' and worthy of use if the value is $\chi^2/df \leq 3$; the GFI and CFI values are close

to 1, (Iacobucci, 2010, pp.96-97) and RMR and RMSEA are close to 0, Hu dan Bentler, (1999) so the structural model in this study shows the results of the analysis can be trusted. The results of the analysis show that the RMR value is 0.093, less than 0.10 which indicates the minimum threshold value that is usually used to declare and SEM model that is built to have error and acceptable. The goodness of fit index value GFI from the model built also shows that the model can describe the relationship between latent variables in a relatively right amount of 73.9 percent. With this in mind, the interpretation of the analysis can be continued. It can be more apparent in the structural equation model in the Figure below:

Source: Primary data processed (2020)

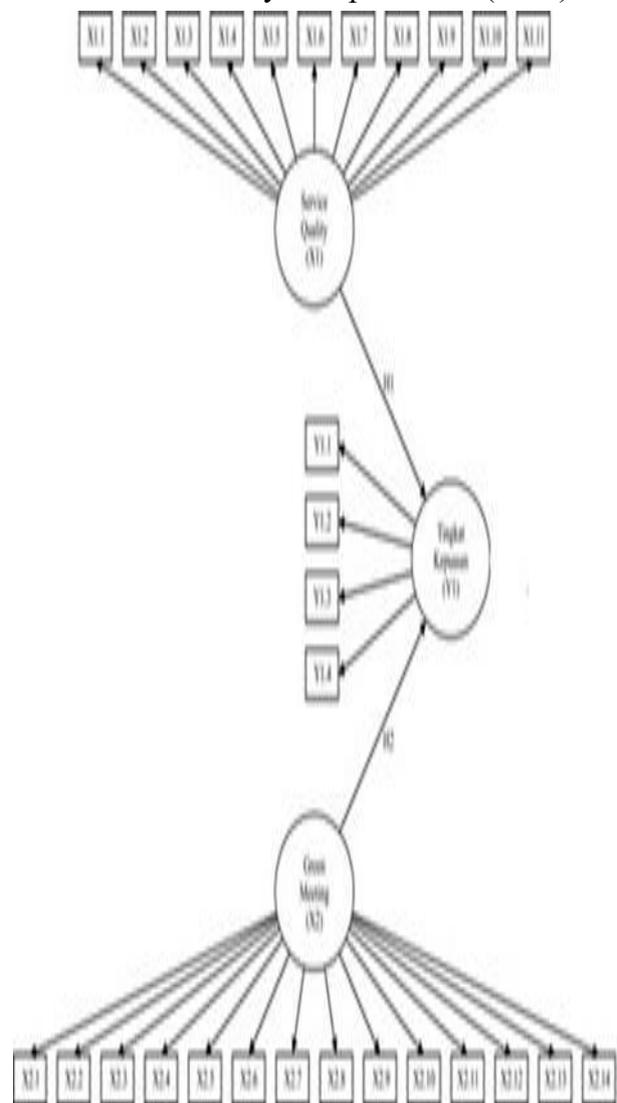


Figure 2. Structural Equation Model (SEM) Analyzed

Results of Relationships between Variables with indicators

Exogenous Variable Latent Service Quality (X1)

Table 1. Estimator Value and Standardized Estimator from Weight Regression for Exogenous Latent Variables Service Quality (X1) to Indicators.

Indicators	Estimates	Estimates Standardized	Standard Error	Critical Ratio	p-value
Tangible	1,000	0,629			
Empathy	1,258	0,742	0,112	11,180	0,000
Responsiveness	1,151	0,709	0,107	10,797	0,000
Reliability	1,176	0,759	0,103	11,375	0,000
Assurance	1,213	0,766	0,106	11,458	0,000
Food presentation	1,155	0,704	0,108	10,738	0,000
Food variety	1,246	0,698	0,117	10,672	0,000
Fresh	1,325	0,781	0,114	11,627	0,000
Healthy	1,274	0,767	0,111	11,471	0,000
Tasty	1,257	0,740	0,113	11,167	0,000
Temperature	1,102	0,662	0,108	10,227	0,000

Source: Primary data processed (2020)

Table 1 shows all estimator's regression weight on indicators service quality (X1) has an opportunity value <0.01, which concludes that X1 is reflected significantly. On standardized coefficients, indicators fresh and tangible have the largest (0.781) and the smallest (0.629) standardized regression coefficients.

Latent Variables Exogenous Green Meeting (X2)

Table 2. Value Estimates and Standardized Estimates of Regression Weight Latent Variable Exogenous Green Meeting of the indicators

Indicators	Estimate	Estimate Standardized	Standard Error	Critical Ratio	P-Value
The action of staff	0,681	0,610	0,067	10,161	0,000
Local residents	0,590	0,481	0,073	8,063	0,000
Local cultures	0,473	0,400	0,070	6,729	0,000
Technological-based	0,535	0,489	0,065	8,200	0,000
Many local products	0,640	0,580	0,066	9,685	0,000
Reduce paper/plastic	0,861	0,643	0,081	10,690	0,000
Reduce promotional material	0,865	0,672	0,078	11,141	0,000
Reducing waste	0,901	0,634	0,085	10,547	0,000
Reducing meat consumption	0,798	0,628	0,076	10,441	0,000
Reused paper	0,929	0,611	0,091	10,175	0,000
Reused jug water	0,888	0,571	0,093	9,538	0,000
Use recycle paper	1,007	0,748	0,082	12,326	0,000
Use recycle material	1,016	0,764	0,081	12,564	0,000
Use recycle notepad, pencil, pen	1,000	0,697			0,000

Indicators on exogenous latent service quality, all indicators on exogenous latent variables of the green meeting are shown in Table 2 has a significant correlation coefficient. The indicator of material use recycles and local cultures are the two indicators that have the most extensive and smallest standardized regression coefficients in this group, each of which is the largest, namely 0.748 and the smallest 0.400.

Endogenous Latent Variables Satisfaction Level (Y1)

Table 3. Standardized Estimator and Estimator Values from Weight Regression Latent Variables Satisfaction Level to indicators

Indicators	Estimates	Estimates Standardized	Standard Error	Critical Ratio	P-Value
Ambient and courtesy	0,810	0,771	0,199	4,074	0,000
F&B Quality	0,835	0,796	0,204	4,086	0,000
Product presentation & knowledge	0,757	0,760	0,186	4,068	0,000
Overall satisfaction	1,000	0,244	0,056	10,194	0,000

Source: Primary data processed (2020).

It shows in Table 3 that the endogenous variable is the satisfaction which has four overall indicators shows a significant regression coefficient. The indicator with the smallest regression coefficient is found in *overall satisfaction* with a value of 0.244, while the largest is *food and beverage quality* with a value of 0.796.

Hypothesis

The results of the designed hypothesis were analyzed using an inner or structural model. The values of the latent relationship path coefficients of the structural equation model that are built are shown in Figure 2 below.

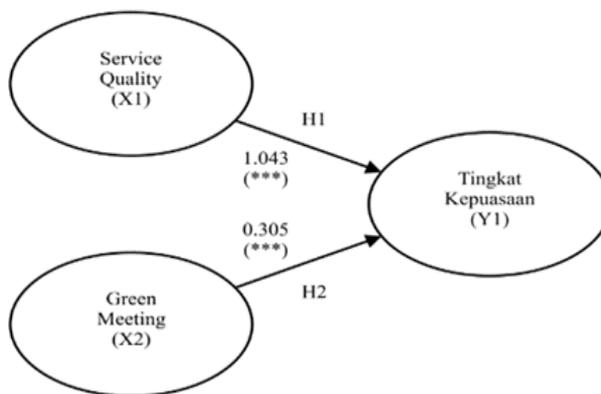


Figure 2. Results of Analysis of Structural Model with AMOS

On two causal relationships to position, the latent variables of service quality (X1) and latent variables green meeting (X2) as latent exogenous variables Satisfaction (Y1), seen both the value of the path coefficients is significant at the test level of 1 percent or less. The effect of service quality (X1) on satisfaction (Y1) is 1.043, paying attention to this, hypothesis 1 (H1) which is built cannot be rejected, meaning that service quality has a very significant effect on satisfaction even though the variable regression coefficient value shows 1.043. This condition can indeed occur for each structural coefficient value in the SEM model (Joreskog, 1999). Joreskog (1999) explains that the coefficient of estimation, with a value more excellent than one, does not necessarily mean that something is wrong. However, as it appears, it indicates that multicollinearity occurs. This condition is also supported by the statement Deegan, 1987), that the value of the standard estimation coefficient, can be worth more than one empirically, which indicates that these factors are correlated so that the value of the beta coefficient can be greater than one magnitude (Joreskog, 1999).

Service Quality is essential to be implemented at the conference, both the waiters. They offer services to the participants and the products that are offered, both food and beverages, and the equipment used by the waiters.

The results of the analysis on the inner or structural model, stated that hypothesis 1, namely the effect of service quality on satisfaction at the conference participants was positive and significant with a value of 1.043. This means

that service quality is essential in a conference event because it affects the satisfaction of the conference participants in Bali. Although it is influential, we must be able to see the effects of the most significant indicators that contribute to service quality. Then it can be seen in Table 1 that the participants were satisfied at the conference event because the food served was fresh with 0.781, meaning that the participants were satisfied because the food served was fresh, just produced. This is in line with the research of Namkung and Cheong (2007) that overall food quality affects satisfaction while fresh does not affect. The smallest is tangible with a value of 0.629, meaning that tangible needs to be improved in terms of equipment that must be better including food utensils, modern and attractive, more attractive decorations as well as more attractive uniforms and according to Balinese customs. The results of these findings are in line with Kachniewska (2014) research that the quality of service at a conference event is an essential food tool in an event, so as a Professional Conference Organizer will choose a place that has adequate facilities and equipment.

However, it remains that tangible significantly affects satisfaction even though its value is the smallest, in contrast to the opinion of Weber et al. (2001), Murry and Howat (2002), namely that to satisfy participants in service quality, the most important influence is the dimension of reliability and assurance, as for reliability, is that the servants carry out according to their promise and do not make mistakes, while assurance is that the servants increase the trust, sense of security and courtesy of the participants. Likewise, with the equipment facilities delivered by Whitfield and Weber (2010), namely avenue conference must be renewed and its facilities improved due to the high demand for participant satisfaction with the hope that participants will come again or participants can recommend the place because it has complete facilities and follows presently.

In hypothesis 2 (H2) the effect of the green meeting (X2) on satisfaction (Y) is 0.305, paying attention to this, hypothesis 2 (H2) cannot be rejected, meaning that green meeting has a very significant effect on satisfaction. Green Meeting in this study is an exogenous latent variable which has

14 indicators, namely action of staff, residents, local cultures, technological-based, local products, reduce paper/plastic, reduce promotional material, reducing waste, reducing meat consumption, reused paper, reused jug water, use recycled paper, use recycle material, use recycle notepad, pencil, pen, as a whole reflect a significant standardized relationship.

From hypothesis 2, namely, the effect of the green meeting on the satisfaction of conference participants is positive and significant, with a value of 0.305. This means that the green meeting held in Bali influences satisfaction even though it has a small number. The results of this study are strongly supported by previous research by Micioni (2009). of 94 respondents stated that it is essential/satisfied in environmentally friendly practices in carrying out activities meeting, 14 planners stated important/satisfied, 32 stated neutral, 28 stated that they were not too important/ satisfied, 20 stated that they were not important/ satisfied, their opinion also supported this by Gokce and Bozyigit (2020) with the event a different that a sports event with variables, information, programs, facilities, value research results are men are more satisfied than women.

Although the effect of this research should still be improved, we can see the effects of the biggest indicators that contribute to the green meeting. Then it can be seen in Table 2, that the participants were satisfied in carrying out the conference in Bali because the used recycled material was 0.764, while the smallest was a local culture with a value of 0.400.

The highest-ranking on the indicators used recycled material means that the participants were very satisfied with the services provided in the use of materials recycled(used recycled material)so that the environment is maintained, the results of this study strongly supported by previous studies by Buathong and Lai (2017) namely on the results of research at the event green meeting that the participants were very satisfied at the green meeting event, the most influence from 10 criteria namely firstly recycled paper, secondly recycled plastic and third is recycled glass.

While the smallest value of local culture, means that the held event is green meeting there are still deficiencies in the such as the opening of the event not using Balinese dance much, using less Balinese decorations, employees prefer to greet in French instead of Balinese, this is following the statement by Gede Wahyudi as a Professional Conference Organizer MELALI. Another lowest score for residents means that it needs to be improved to improve the social of the local community by employing the community as employees, as stated Dalam (2011) stated that every hotel in Bali has an average of 1-2 foreign workers in the hotel. The lowest value below is technological-based, meaning that tourism actors, both the venue and the organizer, can carry out activities using technology so that registration can use bar cords economically to save for companies and also reduce the adverse environment. The next lowest value is reused jug water/tank water, meaning that the venue needs to be improved in preparing drinking water so that it can have a positive impact on the environment and also save the company.

The statement above is following the opinion of Steiner et al. (2009) which states that the UN Secretary-General Ban Ki-Moon asked the United Nations joint efforts to use energy more efficiently and to eliminate wasteful practices, an example of them has been carried out, Green Meeting namely the Olympics in Australia, 2000, World Summit on Sustainable Development 2000, 2006 FIFA World Cup in Germany, World Congress by ICLEI 006 South Africa, ICLEI in Melbourne 2007, IUCN World Conservation Congress in Spain 2008, FAO Conference on World Food Safety in Rome 2008. This is supported by the Tri Hita Karana Foundation (2013) regarding the Tourism Award and Accreditation, namely for hotels in PARAHYANGAN (Man with God) sub-main 1.4. Ideally, there should be efforts to preserve and develop religious traditions in hotels, PAWONGAN (People and People) sub-main no 2.2. Ideally, the hotel has activities to preserve Balinese culture, no 2.9. Ideally, the hotel is willing to accommodate local people's production, no 2.10. Ideally, the hotel should absorb as much local labor as possible, no 2.11.

Foreign nationals who work in hotels should be a minimum, while for WEAKENING (Humans with Natural Environment) sub-main with no 3.1. Ideally, the hotel can handle waste well and minimize waste production to the environment, no 3.2. Ideally, the hotel has a program of saving and preserving the environment, no. 3.3. Ideally, hotels are efficient in using water; the highest value is 5, which is the maximum water usage of 650 liters per person per day, no 3.8. Ideally, hotels have and implement an environmental management system. It can be seen here that the Tri Hita Karan philosophy has not been implemented optimally. The above statements have also supported The existence of ISO 20121 standards, namely the Sustainable Event with ISO 20121, is an international organization for standardization which has a membership of 164 national standards bodies from large and small countries in all regions of the world by providing three-dimensional practical benchmarks for sustainable development, namely economy, environment, and social, based on this Bali is not sufficient to meet the standards of sustainable development when compared to Athena Bangkok, A Royal Meridien Hotel since 2013 already has guidelines sustainable meeting, and in 2015 it was the second time that it received the ISO 20121 certificate. It was even declared that the first hotel in the world to get the ISO 20121 certificate, (Wichienrut, 2016).

Likewise with Singapore, namely since 2015 as a consultant at the Global Sustainable Tourism Council (GSTC). Standard sustainable Singapore for the MICE industry presented by Sakellariou (2013) is using technology to reduce water use (e.g., motion sensor faucets), reducing the demand for plastic bottled water by offering tap water in the MICE room or jug/teapot or water dispenser. cold, reusable writing instruments and pens and providing a limited number of notes, 50% seafood (sustainable seafood), between 10% and 20% locally produced food (Malaysia, Indonesia, Thailand & Singapore), more than 20 % of food produced locally/regionally (e.g., Malaysia, Indonesia, Thailand & Singapore).

With the explanation above, it is true that the standard of sustainable tourism destinations for Indonesia only reaches the status of 'Recognized by the Global Sustainable Tourism Council (2016).

CONCLUSIONS

Based on the research results, service Quality has a significant influence on the satisfaction of conference participants in Bali. Indicators that reflect service quality are freshness, reliability, healthy, assurance, empathy, tasty, responsiveness, food presentation, food variety, temperature, tangible. The freshness indicator is the highest score indicator that affects service quality on satisfaction when compared to other indicators, while the lowest score for the indicator service quality is tangible.

Green Meeting has a significant influence on the satisfaction of conference participants in Bali. Indicators that reflect green meetings are used recycle material, use recycled paper, use recycle notepad, pencil, pen, reduce promotional material, reduce paper/plastic, reducing waste, reducing meat consumption, the action of staff, reused paper, many local products, reused jug water, technological-based, residents, local cultures. The use recycle indicator is the highest value indicator that affects green meeting on satisfaction when compared to other indicators. In contrast, the lowest value indicators green meeting is the local culture.

Based on the findings and conclusions, this study provides several suggestions that can be taken into consideration by the event manager venue, the tourism industry, the government, and other researchers.

Service Quality for conferences sustainable suggested to the management of the venue to use tool restaurant present, using Balinese decor, uniform Bali, welcome dance Bali, chef and GM (General Manager) hotel from Bali, registration using digital, water drink using jug water.

Green Meetings for sustainable conference events for the government are advised to make policies that are outlined in the guidelines for sustainable conference events based on Tri Hita Karana and ISO 20121 accreditation, specifically for venue managers it is recommended to make standards for sustainable conference events that refer to the guidelines for sustainable events conference from the government.

This research can be used as consideration for practitioners to design a standard sustainable event conference using with two variable namely service quality and green meeting.

Suggestions for further research on greenhouse gas emissions, energy, transportation, waste and water management, and accommodation.

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