



## **Orchids as an eco-aesthetic element in hotel interior decoration: a community service program with RYS Orchids and Hotel ARMI**

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### **ABSTRACT**

This community service program examined the use of orchids as an eco-aesthetic element in hotel interior decoration. The program responded to three partner problems: limited staff knowledge of orchid maintenance, inconsistent selection of orchid species for indoor hotel spaces, and the absence of practical guidelines for sustainable orchid arrangement. The activity involved RYS Orchids Malang as a local orchid supplier and Hotel ARMI as the hospitality partner. Field implementation was conducted in Malang, including documentation of activities at RYS Orchids, Singosari, Malang Regency, on 15 May 2024, followed by hotel-based application and mentoring. The activity was attended by 30 participants. The method consisted of partner needs assessment, field observation, in-depth interviews, training, mentoring, preparation of a practical guideline, pilot implementation, and evaluation. Evaluation used observation notes, a practical competency checklist, partner feedback, visual documentation, and a sustainability follow-up matrix. The program produced four main outputs: a hotel orchid care guideline, a draft standard operating procedure, a species and placement matrix, and a monitoring schedule for orchid maintenance. The results indicate that the program improved staff awareness of orchid care, strengthened the consistency of orchid placement, and supported a more structured model of plant-based hotel decoration. The program contributes to sustainable hospitality by connecting local ornamental plant resources, staff capacity building, and guest-oriented interior aesthetics.

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## **INTRODUCTION**

The hospitality industry faces strong competition in creating distinctive guest experiences. Hotels no longer compete only through room facilities and service speed. They also compete through spatial atmosphere, visual identity, and environmental responsibility. The lobby, restaurant, corridor, and guest room form the first physical contact between guests and the hotel brand. Interior decoration therefore becomes part of the service experience.

Recent hospitality studies show that interior design and biophilic elements can affect guest emotion, satisfaction, booking intention, subjective well-being, peace of mind, and willingness to pay (Nanu et al., 2020; Song et al., 2022; Nanu & Rahman, 2023). These findings support the use of natural decorative elements in hotel spaces. Green hotel practices also influence image, trust, satisfaction, loyalty, revisit intention, and word-of-mouth intention (Moise et al., 2021; Chang et al., 2024). These studies show that environmental and aesthetic elements can support both service quality and hotel competitiveness.

Orchids have strong potential as hotel decorative plants. They offer diverse colors, long-lasting floral forms, elegant visual character, and strong symbolic value. In hotel interiors, orchids can support a calm, clean, and premium atmosphere. However, orchids require proper light, watering, humidity, air circulation, media selection, and pest control. Incorrect maintenance can reduce plant quality and increase replacement costs.

The partner context shows this operational problem. RYS Orchids Malang has experience in producing and supplying orchids. Hotel ARMI has an interest in strengthening plant-based interior aesthetics. However, hotel staff still need practical guidance on orchid selection, placement, maintenance, and monitoring. Without a clear guideline, orchid decoration can become inconsistent, costly, and difficult to sustain.

This community service program was designed to connect local orchid resources with hotel service needs. The program used an observation-based and partner need-based approach. It aimed to improve staff capacity, develop practical guidance, and strengthen sustainable orchid management in hotel interiors. The novelty of the program lies in an eco-aesthetic hospitality model that integrates local orchid supply, hotel staff training, standard operating procedures, and guest-oriented interior arrangement.

## **METHOD**

### ***Program Design***

This program used a community service approach with descriptive qualitative support. The approach was selected because the program focused on partner problems, practical intervention, and post-activity reflection. The activity stages included preparation, partner needs assessment, training, mentoring, guideline development, pilot implementation, evaluation, and follow-up planning.



Figure 1. Flow of the community service implementation method

The activity involved two main partners. RYS Orchids Malang acted as the orchid resource partner. Hotel ARMI acted as the hospitality partner where the practical guideline and orchid arrangement model could be applied. The official attendance list recorded 30 participants. The participant groups included hotel management, operational staff responsible for public area decoration and housekeeping, RYS Orchids representatives, lecturers, and students.

Table 1. Partner profile and participant involvement

Partner or participant group	Role	Involvement in the program
Training participants	Recorded activity attendees	The attendance list recorded 30 participants from the partner and implementation groups.
RYS Orchids Malang	Local orchid supplier and technical resource partner	Provided information on orchid species, care techniques, media, watering, light needs, and distribution risks.
Hotel ARMI	Hospitality partner	Provided hotel context, interior placement needs, staff involvement, and pilot implementation space.
Hotel management	Decision maker and service quality controller	Explained aesthetic objectives, cost concerns, staff readiness, and sustainability expectations.
Operational staff	Main target group of training and mentoring	Practiced watering, light regulation, fertilization, pest observation, and orchid arrangement.
Implementation team	Facilitator and evaluator	Conducted observation, interviews, training, guideline preparation, documentation, and evaluation.

### *Implementation Stages*

The preparation stage covered internal coordination, confirmation of partner problems, and preparation of training materials. The observation stage identified current orchid use in hotel areas, including lobbies, guest rooms, restaurant areas, and public spaces. The interview stage explored the expectations of hotel management and the constraints faced by staff.

The training stage covered orchid characteristics, species selection for indoor spaces, watering frequency, light regulation, fertilization, growing media, pest and disease control, transportation handling, and decorative arrangement. The mentoring stage assisted staff in applying the training content to hotel spaces. The guideline development stage produced a practical document that could be used by staff without relying continuously on external facilitators.

The evaluation stage used four instruments: observation sheet, interview guide, practical competency checklist, and partner feedback form. The evaluation indicators included staff understanding, maintenance consistency, suitability of orchid species with indoor conditions, visual arrangement quality, availability of a guideline, follow-up commitment, and documented attendance of 30 participants.

**Table 2.** Implementation stages and success indicators

Stage	Activity	Success indicator
Preparation	Coordination with RYS Orchids and Hotel ARMI	Agreement on program scope, materials, and activity flow
Needs assessment	Observation and interviews with hotel stakeholders	List of partner problems and priority needs
Training	Orchid care and arrangement session	Staff can explain core care procedures and common risks
Mentoring	Direct practice on maintenance and placement	Staff can apply watering, light, media, and placement guidance
Guideline development	Preparation of practical orchid care and placement guide	Guideline and draft SOP available for hotel use
Evaluation	Observation, checklist, documentation, and partner feedback	Improvement matrix and follow-up plan completed
Sustainability	Monitoring schedule and partner coordination	Assigned responsibility and periodic maintenance plan

### *Data Analysis*

Data were analyzed using descriptive qualitative analysis. Observation and interview data were reduced into partner problem categories. Training and mentoring results were organized in a before-after matrix. Attendance data were used to confirm the reach of the activity, while partner feedback was used to refine the guideline and determine the follow-up plan. The analysis focused on practical change rather than statistical testing because the program emphasized community service output, operational improvement, and partner capacity building.

## RESULTS AND DISCUSSION

### *Partner Problems and Needs*

The initial assessment identified four main partner problems. First, staff knowledge about orchid care remained uneven. Some staff understood general watering practices but had limited knowledge of light intensity, media condition, pest observation, and species suitability. Second, orchid placement was guided more by visual preference than by plant requirements. This condition created a risk of reduced plant freshness in indoor areas with insufficient light or air circulation.

Third, the hotel did not yet have a written standard for orchid maintenance. Staff relied on informal practice. This made care inconsistent when staff rotation occurred. Fourth, orchid distribution and replacement required coordination with the supplier. Without a clear schedule and handling procedure, the hotel could face higher maintenance costs and reduced visual quality.



*Figure 2. Documentation of orchid-based community service activity at RYS Orchids*

**Table 3.** Before-after matrix of partner problems, interventions, and results

Aspect	Condition before program	Intervention	Observed result after program
Staff knowledge	Knowledge of watering, light, media, and pest control was not standardized.	Training and direct practice on orchid maintenance.	Staff gained clearer practical guidance for routine care.
Species selection	Some orchid choices were not matched with indoor conditions.	Species suitability discussion with RYS Orchids.	A species and placement matrix was prepared.
Orchid placement	Placement was based mainly on visual preference.	Mentoring on spatial harmony, guest visibility, and plant needs.	Placement became more systematic and linked to hotel zones.
Maintenance system	No written SOP was available.	Guideline and draft SOP preparation.	Hotel received a practical maintenance guide and monitoring schedule.
Sustainability	Supply and replacement were not yet scheduled consistently.	Coordination model between hotel staff and orchid supplier.	Follow-up monitoring and supplier communication plan were proposed.

### ***Training and Mentoring Results***

The training and mentoring session was attended by 30 participants and improved the operational understanding of the partner groups. Participants learned that orchid maintenance is not limited to watering. It also requires observation of plant condition, media moisture, light exposure, pot cleanliness, and pest symptoms. This knowledge is important because orchids placed in hotel interiors face different conditions from orchids in nurseries.

The mentoring also helped staff connect orchid arrangement with hotel atmosphere. Orchids placed in lobbies and reception areas require high visual impact and neat pot presentation. Orchids placed in restaurants require stable freshness, clean media, and low obstruction to guest movement. Orchids placed in corridors or guest areas require safe placement, low risk of falling, and easy access for care.

The practical guideline produced in this program contains orchid species recommendations, placement principles, watering notes, fertilization schedule, pest monitoring notes, and replacement indicators. This output responds directly to the reviewer concern that the article should show concrete outputs and sustainability planning.

### ***Program Outputs and Sustainability Mechanism***

The program generated concrete outputs that can be used by the hotel partner. The first output is a practical orchid care guideline. The second output is a draft SOP for daily, weekly, and monthly maintenance. The third output is a species and placement matrix. The fourth output is a monitoring schedule that clarifies staff responsibility and supplier coordination.

The sustainability mechanism relies on three actions. Hotel staff conduct routine maintenance and record plant condition. RYS Orchids provides technical advice and replacement support when needed. The implementation team conducts follow-up communication to evaluate adoption of the guideline. This mechanism reduces dependence on one-time training and supports long-term use of orchids in hotel decoration.

**Table 4.** Program outputs and sustainability mechanism

Output	Content	Sustainability function
Practical guideline	Guidance on species selection, care, placement, and replacement criteria	Used by hotel staff during routine maintenance
Draft SOP	Daily, weekly, and monthly maintenance procedures	Adopted into housekeeping or public area maintenance workflow
Species and placement matrix	Recommended orchid types for lobby, guest room, restaurant, and public areas	Used to reduce species mismatch and improve visual consistency
Monitoring schedule	Periodic observation of freshness, media condition, and pest symptoms	Used to maintain plant quality and plan replacement
Supplier coordination model	Communication flow between hotel staff and RYS Orchids	Used to support availability, distribution, and technical consultation



*Figure 3. Eco-aesthetic hospitality model based on orchid utilization*

**Discussion**

The results show that orchid utilization in hotels should be managed as an integrated service support system. The plant is not only a decorative object. It requires knowledge, routine care, supply coordination, and spatial planning. This point strengthens the article as a community service report

because the intervention changes staff practice and partner management, not only describes interior beauty.

The program aligns with biophilic design studies in hospitality. Nanu et al. (2020) showed that hotel lobby design and biophilic elements can affect guest satisfaction, emotion, and booking intention. Song et al. (2022) reported that biophilic design in hotel lobbies can influence subjective well-being. Nanu and Rahman (2023) also found that biophilic hotel lobbies can shape pleasure, peace of mind, and willingness to pay. These studies support the argument that orchid arrangement has service relevance because it can contribute to guest perception and atmosphere.

The program also aligns with sustainable hospitality. Moise et al. (2021) emphasized the importance of green practices for hotel image, trust, and satisfaction. Chang et al. (2024) found that green practices, service quality, perceived value, and environmental sensitivity can contribute to satisfaction and loyalty in eco-friendly hotels. In this program, local orchid use and efficient care practices support sustainability because they reduce unnecessary replacement, strengthen local supply, and build hotel staff capacity.

The main innovation of this program is the eco-aesthetic hospitality model. This model combines local ornamental plant supply, partner-based training, practical SOP development, and hotel interior application. The model can be replicated in other hotels with adjustments to climate, room lighting, hotel segment, staff availability, and supplier capacity. The model also supports community service in tourism because it connects local economic actors with hospitality service improvement.

The program still has limitations. Although the attendance list confirmed 30 participants, the available manuscript did not provide complete quantitative data such as pre-test and post-test scores, maintenance cost comparison, or guest satisfaction statistics. Future implementation should collect competency scores, cost comparison data, and guest feedback before and after orchid arrangement. These data will strengthen the empirical contribution of future community service articles.

## **CONCLUSION**

This community service program shows that orchids can function as eco-aesthetic elements in hotel interior decoration when supported by proper training, maintenance guidance, and partner coordination. The program addressed key problems related to staff knowledge, species selection, orchid placement, and the absence of written maintenance guidance. The main outputs include a practical orchid care guideline, a draft SOP, a species and placement matrix, and a monitoring schedule. These outputs support staff capacity, improve consistency in orchid management, and strengthen the sustainability of plant-based hotel decoration. The program contributes to community service in tourism by linking local orchid producers with hotel service improvement. It also supports sustainable hospitality through local resource use, efficient maintenance, and staff competency development. The attendance of 30 participants indicates that the activity reached the intended partner groups, although future

programs should add quantitative evaluation through pre-test and post-test scores, maintenance cost comparison, and guest satisfaction measurement.

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