

APPENDIX

Appendix 1 Questionnaire

I kindly invite you to participate in this study by completing the attached questionnaire. The survey will take approximately 5-10 minutes and covers topics such as:

- Adoption of green technologies in hospitality operations.
- Knowledge management strategies for employee training.
- Innovations driving sustainability in the sector.

All responses will remain **confidential** and used solely for academic purposes. Your participation will significantly contribute to advancing sustainable practices in Yunnan's hospitality industry.

Please find the questionnaire attached. Should you have any questions, feel free to contact me at my email/phone.

Thank you for your time and consideration. I greatly appreciate your support and look forward to your valuable input.



**Investigation of Sustainable Use of green technology and
Knowledge Management Practices for Training and Innovations
in the Hospitality Sector of Yunnan, China**

This questionnaire should take approximately 20 to 25 minutes of your time.

Your Rights and Privacy:

Participation in this survey is entirely voluntary, and respondents are guaranteed confidentiality, anonymity, and the right to withdraw their involvement at any time. The purpose of this research study is purely academic, and the focus will be on what the results indicate rather than self-interest. Data analysis will be conducted in an ethical manner, considering the interests of all parties involved. Data will not be disclosed or sold to third parties for commercial purposes.

Thank you for your participation.

Before proceeding to answer the items in this questionnaire, please consider if you meet our criteria for data collection:

Please tick (✓) if your answer is 'Yes.'

	I am 18 years old and above.
	I voluntarily agree to participate in this research study.

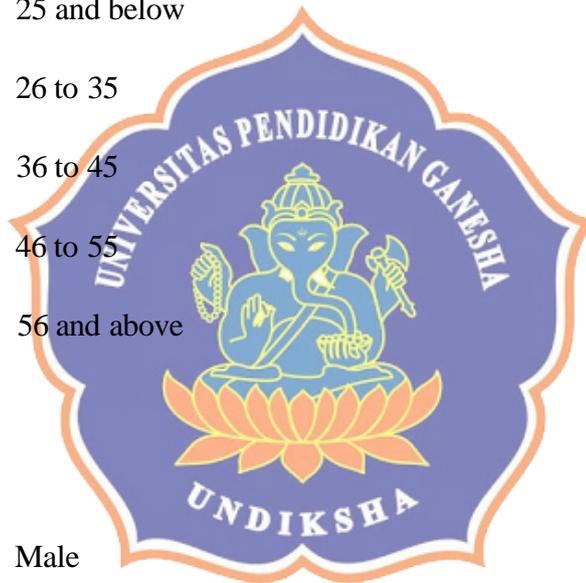
If you do not respond affirmatively to both of these questions, you have the option to decline this questionnaire. Otherwise, please continue to participate as one of our respondents.

Section I: Socio-demographic characteristics

Your participation in this section is crucial, as it will enable us to explore ‘Use of green technology and Knowledge Management Practices for Training & Innovations in Hospitality Sector of Yunnan China: Sustainable Green Practices in Hotels. Rest assured that all information provided here will be treated with the utmost confidentiality and will only be used for research purposes.

1. Age

- 25 and below
- 26 to 35
- 36 to 45
- 46 to 55
- 56 and above



2. Gender

- Male
- Female

3. Educational level

Please select your highest completed educational level:

- Diploma
- Bachelor's Degree
- Master's Degree

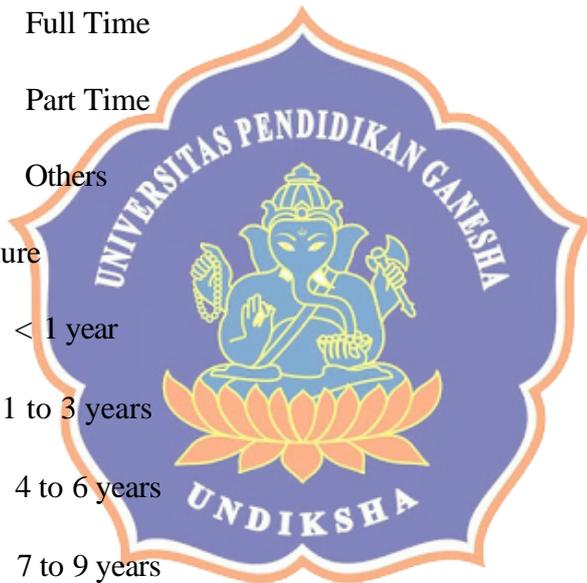
- Doctoral Degree
- Other (please specify):

4. Self Employment status (You may tick more than one)

- Permanent (Full-time)
- Contract (Part-time)
- Full Time
- Part Time
- Others

5. Job Tenure

- < 1 year
- 1 to 3 years
- 4 to 6 years
- 7 to 9 years
- >10 years



Please rate the statements or questions in Sections as follows,

	1	2	3	4	5
	Highly Agree	Agree	Neutral	Disagree	Highly Disagree
	Green innovation (Chang & Chen, 2013)				
GA1	The hotels choose the materials with the least amount of pollution.				
GA2	The hotels choose the materials of their products that consume the least amount of energy and resources for conducting the product development or design				
GA3	The hotels use the fewest number of materials to comprise their products for conducting product development or design				

GA4	The hotels would circumspectly evaluate whether their products are easy to recycle, reuse, and decompose for conducting product development or design					
GA5	The hotels effectively reduce the emission of hazardous substances or wastes					
GA6	The hotels effectively recycle wastes and emissions that can be treated and re-used					
GA7	The hotels effectively reduce the consumption of water, electricity, coal, or oil					
GA8	The hotels effectively reduce the use of raw materials					
	Use of green technology (Fernando & Wah, 2017)					
GT1	The hotel has deployed the latest green technology					
GT2	Hotel continuously exploits the potential of technology					
GT3	The hotel has set up an in-house R&D unit					
GT4	Hotels have applied greater use of green technology					
GT5	Hotels have made greater use of green technology					
	Knowledge Management Practices (Polas et al., 2023)					
KMP1	The hotel values employees' attitudes and opinions.					
KMP2	The hotel has well-developed financial reporting systems					
KMP3	Hotels are sensitive to information about changes in the marketplace.					
KMP4	The hotel works in partnership with international customers					
KMP5	The hotel uses technology to disseminate knowledge.					
KMP6	The hotel prefers written communication					
KMP7	The hotel responds to customers.					
KMP8	The hotel has a well-developed marketing function.					
KMP9	The hotel responds to technology.					
KMP10	The hotel responds to competitors.					
KMP11	The hotel is flexible and opportunistic					
	Sustainable Green Practices (Alraja et al., 2022)					
SGP1	The adoption of sustainable development practices by hotels gives great pride.					
SGP2	Hotels care about the environmental and societal values associated with sustainable development.					
SGP3	The benefits associated with adopting sustainable development practices are generally greater than the investments hotels require.					

SGP4	The time and effort invested in sustainable development have been beneficial to the hotel.					
SGP5	Hotels favor the adoption of sustainable development practices.					
SGP6	Hotel business environments adopt sustainable development practices.					
SGP7	The hotel has adopted sustainable development practices					
	Training Awareness (Mousa & Othman, 2020)					
TA1	Training programs about the environment are provided to large-scale individuals in the hotel.					
TA2	In general, staff are satisfied with the hotel's training awareness.					
TA3	Topics offered through training awareness are modern and suitable for the hotel's activities.					
TA4	The hotel provides formal environmental training awareness programs for employees to increase their ability to promote them.					
TA5	Environmental training awareness is a priority and an important investment.					
TA6	The need assessment for green training helps to familiarize employees with environmental practices.					
TA7	Evaluation of green training and development helps to measure the employees' level of green knowledge and awareness					
TA8	Environmental objectives contain green training and development aspects					

Use a Likert scale: 1 = Strongly Disagree, 5 = Strongly Agree)

Section B: Green Innovation

Source: Chang & Chen (2013)

Dimension	No.	Statement	1	2	3	4	5
Product Innovation	1	Our organization develops new products that have a reduced environmental impact.					
Product Innovation	2	We have introduced eco-friendly products in the past year.					
Process Innovation	3	We have implemented manufacturing processes that minimize waste and pollution.					
Process Innovation	4	Our organization adopts energy-efficient					

		technologies in our operations.					
Managerial Innovation	5	Environmental considerations are integrated into our strategic decision-making processes.					
Managerial Innovation	6	We have established policies that promote sustainability and environmental responsibility.					
Marketing Innovation	7	Our marketing strategies highlight the environmental benefits of our products/services.					
Marketing Innovation	8	We actively promote our commitment to sustainability to our customers.					

Section C: Use of Green Technology

Source: Fernando & Wah (2017)

Dimension	No.	Statement	1	2	3	4	5
Adoption of Green Technologies	1	Our organization invests in technologies that minimize environmental impact.					
Adoption of Green Technologies	2	We have implemented energy-efficient systems to reduce resource consumption.					
Adoption of Green Technologies	3	Our production processes utilize environmentally friendly technologies.					
Continuous Improvement	4	We regularly upgrade our technologies to more sustainable and eco-friendly options.					

Continuous Improvement	5	Our organization encourages innovation to develop greener technological solutions.					
Employee Engagement	6	Employees are trained to use technologies that support environmental sustainability.					
Employee Engagement	7	There is active participation from staff in adopting green technological practices.					
Monitoring and Evaluation	8	We continuously monitor the environmental impact of our technological applications.					
Monitoring and Evaluation	9	Our organization sets measurable goals for reducing the ecological footprint through technology use.					

Section D: Knowledge Management Practices

Source: Polas et al. (2023)

Dimension	No.	Statement	1	2	3	4	5
Knowledge Acquisition	1	Our organization actively seeks out new knowledge to enhance our operations.					
Knowledge Acquisition	2	We regularly acquire					

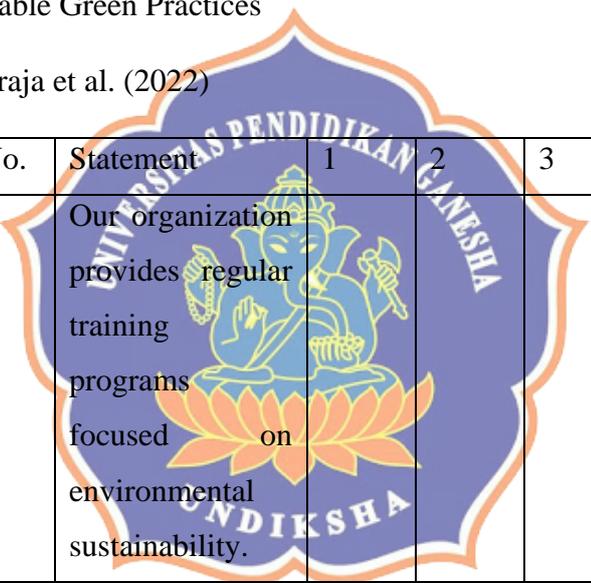
		<p>knowledge from external sources, such as industry experts or academic institutions.</p>					
Knowledge Acquisition	3	<p>Employees are encouraged to learn from each other to improve their skills.</p>					
Knowledge Dissemination	4	<p>There are effective channels in place for sharing knowledge across different departments.</p>					
Knowledge Dissemination	5	<p>Our organization regularly updates its employees about new knowledge</p>					

		relevant to their work.					
Knowledge Dissemination	6	We use collaborative tools and platforms to facilitate knowledge sharing among employees.					
Knowledge Responsiveness	7	Our organization quickly applies new knowledge to improve products or services.					
Knowledge Responsiveness	8	We adapt our strategies based on the latest knowledge and information available.					
Knowledge Responsiveness	9	Employees are encouraged					

		to implement new ideas and solutions derived from acquired knowledge.					
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Section E: Sustainable Green Practices

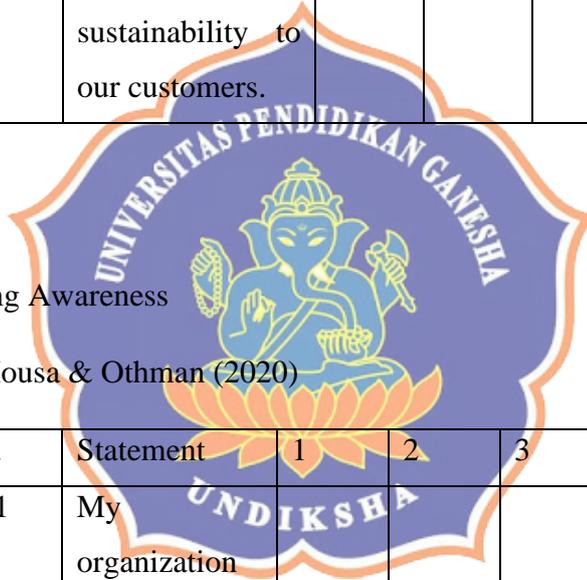
Source: Alraja et al. (2022)



Dimension	No.	Statement	1	2	3	4	5
Green Training and Development	1	Our organization provides regular training programs focused on environmental sustainability.					
Green Training and Development	2	Employees are educated on eco-friendly practices relevant to their roles.					
Green Performance Appraisal	3	Environmental sustainability metrics are included in employee performance evaluations.					

Green Performance Appraisal	4	Our performance appraisal system rewards employees for implementing green initiatives.					
Green Supply Chain Management	5	We prioritize suppliers who adhere to environmentally friendly practices.					
Green Supply Chain Management	6	Our organization actively seeks to reduce the environmental impact of our supply chain.					
Green Innovation	7	There is a continuous effort to develop new products or services that are environmentally friendly.					
Green Innovation	8	Our organization invests in research and development for sustainable technologies.					

Green Marketing	9	We promote our products/services by highlighting their environmental benefits.					
Green Marketing	10	Our marketing strategies emphasize the importance of sustainability to our customers.					



Section F: Training Awareness

Source: Mousa & Othman (2020)

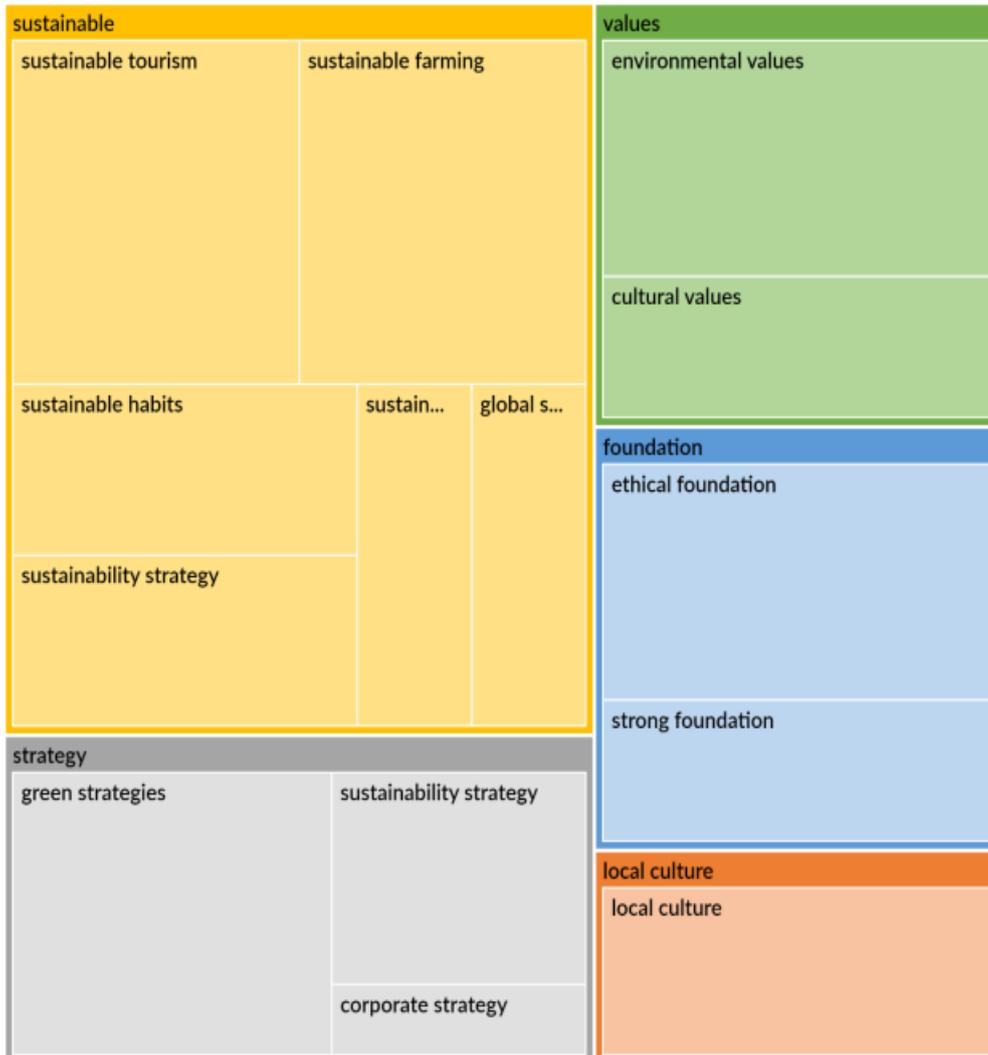
Dimension	No.	Statement	1	2	3	4	5
	1	My organization provides training programs to increase awareness of environmental sustainability.					
	2	I am well-informed about my organization's					

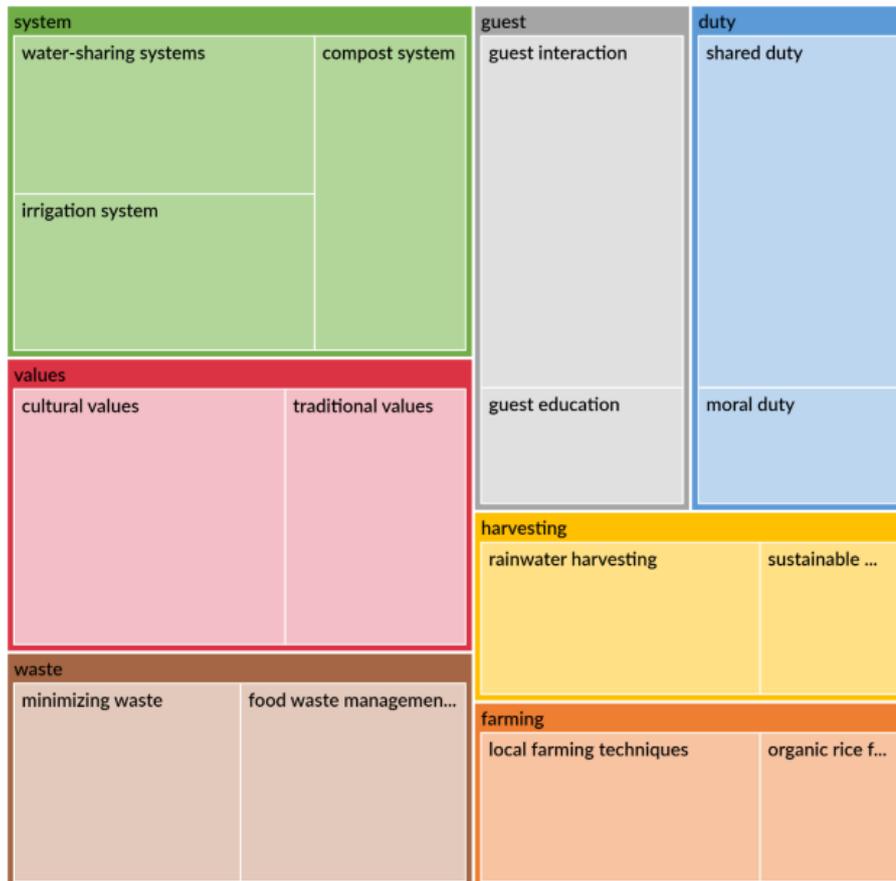
		environmental policies and practices through training sessions.					
	3	My organization regularly conducts workshops or seminars on green practices and sustainability.					
	4	Employees are encouraged to participate in environmental awareness training programs.					
	5	The training provided by my organization enhances my understanding of sustainable work practices.					

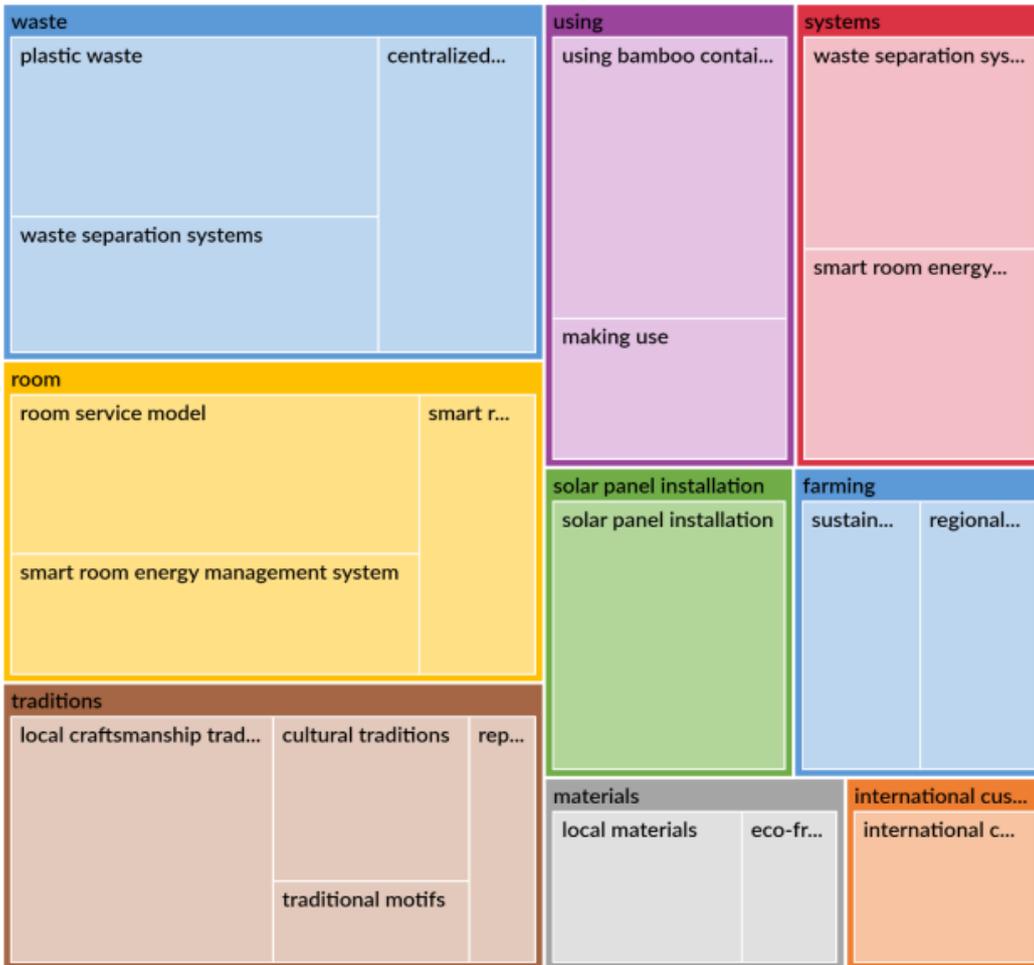
	6	I feel confident in applying green practices at work due to the training I have received.					
	7	My organization communicates the importance of green training and development effectively.					
	8	There are sufficient resources and support for employees to engage in sustainability training.					

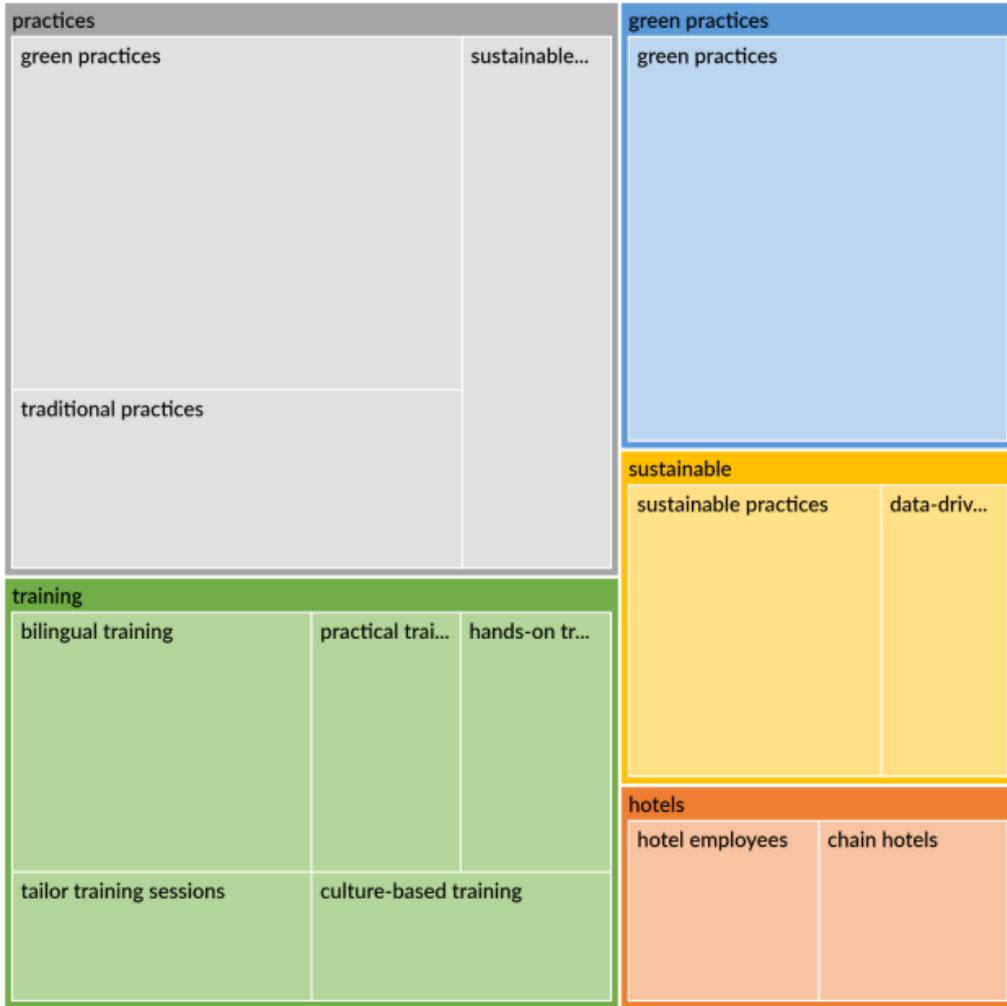


Appendix 2 Tree Map Diagram









guests	
international guests	local gu...
guest experience	

ceremonies	
tea-planting cere...	green tea ceremo...

feedback
great feedback
feedback shows

local life
local life

Appendix 3 Authors Biography



Li Xiaojia is a doctoral candidate in the Educational Science Department, Postgraduate Program at Universitas Pendidikan Ganesha, Indonesia. Her doctoral research focuses on the sustainable use of green technology and knowledge management practices in the hospitality sector of Yunnan, China. Using a mixed-method approach, she examines how green innovation, training awareness, and knowledge management practices influence sustainable green practices in the hotel industry. She holds a Master's degree and has extensive professional experience in higher education, corporate training, and international academic collaboration. Her research interests include sustainable hospitality management, green innovation, technology adoption models (TAM), organizational learning, and knowledge management in service industries.

Throughout her doctoral journey, she has actively engaged in interdisciplinary research integrating environmental sustainability, educational science, and management studies. Her work aims to contribute both theoretically and practically to sustainable tourism development, particularly in emerging and culturally diverse regions. Li Xiaojia is committed to promoting sustainable development in the hospitality industry and supporting the integration of green technology, training systems, and knowledge management frameworks to enhance organizational performance and environmental responsibility.