

A STUDY ON SOCIAL AND ECONOMIC ISSUES OF WOMEN EMPLOYEES IN HOTEL INDUSTRY

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Introduction:

The financial demands on the Indian families are increasing day by day. Cost of living, expenses on education of children and cost of housing properties in India raised and these reasons force every family in India to look for ways and means of increasing the household income. As a result, women in India who were mostly known as homemakers are going for jobs and take up even careers that were considered only suitable for men such as working in night shifts.

Working women's face problems at the workplace just by virtue of their being women. Social attitude to the role of women lays much behind the law. The attitude which considers women fit for certain jobs and not others, cause prejudice in those who recruit employees. A gender bias creates an obstacle at the recruitment stage when it comes to remuneration, through the law proclaims equality, it is not always practiced. The inbuilt conviction that women are incapable of handling arduous jobs and are less efficient than men influences the payment of unequal salaries and wages for the same job. But in most families her salary is handed over to the father or husband. So the basic motive for seeking employment in order to gain economic independence is nullified in many women's case. Problems of gender bias beset women in the industrial sector when technological advancement results in retrenchment of employees

Women workers in India are faced with lot more challenges than their counter parts in the order countries. Besides of so many efforts from past years female section of the society is deprives in compared to male sections. They are not given first priority in social and economic decisions in her own family. According to United Nations Development Programmer (UNDP) report, women are involved in doing 67% work of world; still they are socially and economically deprived. They are receiving only 10% of the universal income and have 1% part in global assets.

In unorganized sector, women workers don't get same wages for same nature of work for same hours done by men. They are exploited at workplace. There are some acts that is the Unorganized workers social security Act 2008, Domestic workers welfare and social security Act 2010 etc. But due to their

improper implementations, women workers are forced to work and live in miserable conditions in unorganized sector.

Objective of the study:

- To study the role of unorganized sector in providing employment opportunity to women's
- To study the reasons for choosing to work in hotel industry
- To study incentives and quality of work life of women employees in hotels.
- To suggest the measures pertaining to women employees based on the study.

Methodology:

To study "Social and Economic issues of women employees in hotel industry" the information has been collected through primary and secondary data.

Research Approach:

The researcher conducted the survey and contacted the samples personally with the help of well prepared sequentially arranged questionnaire. The questionnaire is prepared on the basis of objectives of the study.

Primary data:

The primary source of information has been collected directly from the samples with the help of questionnaires, by conducting direct interview and observation. The entire questionnaire was prepared and edited keeping in line with the objectives of the study. The data collection started from January 2018 and went around 1 moth. A non-random sampling method is used to collect the data. In addition sample selection also ensured that consumers spread time and co-operated to fill the questionnaires provided to them.

Secondary data:

Secondary data was obtained from different websites related to women employees in unorganized sector and through various journals, magazines and books etc. This data is collected to know and understand the various concepts related to the study.

Sample size :

The study was conducted by selecting a sample of 65 women employees who are working in hotel industry.

Review of Literature :

Naik (1964) found that there was difference in the wages of men and women workers even when the same type of work was done by both. Arrangements for women workers were insufficient. Drinking water facilities, urinals and the rest rooms were inadequate. No house allowance or housing facilities were given to the workers. **Nirmala Banerjee (1982)** observed that women workers who are in unorganized sector suffer from disabilities and exploitation by a large extent against those who are in the organized sector. She further highlights that majority of them are domestic servants and rest were doing unskilled and semiskilled jobs. About 25% of them were working as piece rate workers and many of them were ready to work even in social tabooed areas. **Mirinda and Mahadevan (1988)** conducted a study on socio – economic and health conditions of women in Madras and found economic and health conditions of women in Madras and found that more than 50% of the employed women were part – time domestic workers and were employed and more than 2 houses. **Tulsi (1989)** Analyses various anti- poverty and employment generating programs designed to improve the living and working conditions of women in the unorganized sector and emphasizes that these programs have given the women in unorganized sector on opportunity to participate in productive activates the main programs reviewed under this perspective were NREP (National Rural Employment Program), RLEGP (Rural Landless Employment guarantee Program), TRYSEM (Training of Rural Youth for Self Employment), IRDP (Integrated Rural Development Program) and ARWSP (Accelerated Rural Water Supply Program) and minimum needs program. **George (1990)** found that in case of women beedi workers that a women is associated with her house and is expected to look after domestic works and her typical roles are those of a housewife’s and a mother lack of education, ignorance and poverty compel the women from this class to accept whatever wages the employer wishes to pay. **Rao and Hussain (1997)** also observed sexual division of labour in garment export industry in Delhi where the hierarchy was such that men were the supervisors since men tailors ‘do not like to take orders from women’. In the supervisory category usually women supervised only women. Men tended to be placed in all the critical skilled jobs and were consequently paid higher wages. Hand embroidery done by women was the most skilled and time intensive, but pays the lowest wages, that is women’s skill were systematically undervalued. Studies have brought out that women also did the most monotonous jobs, such as checking, button stitching and thread cutting. The drudgery was greater and the wages were lower.

Bhat and Fukey (2001) states that Bangalore being a metropolitan city, the hotel bus is booming and there is a lot of scope for career growth. Currently women are getting empowered in every field. They studied and analyzed that gender biasness and cultural dynamics are infinite but however it does not to opt for higher positions since they have multiple roles to play in comparison to men. Hence, it is suggested that the hotel sector should have gender diversity and flexible policies for women employees. **Singh (2002)** states that women workers suffer vital disadvantage comparative to men in

their search for employment opportunities lower real wages, increased uncertainties and irregularities of employment. They do not possess much of skill, training and education for the type of work they perform. Thus women in the unorganized sector are oppressed section of the society as they live under subdued conditions with family and children, devoid of proper living and working conditions, even they receive humiliating treatment from the contractors. **Chatterjee (2009)** the reason for vulnerability of the unorganized women workers are irregular work, low economic status, little or no bargaining power, lack of control over earnings, need to balance paid work with care for children and home, little or no access to institutional credit, training and information, and lack of assets. Unequal gender relations assume a very important role in defining their insecurities. **Choudhary and Gupta (2010)** states that women's career opportunities are equal to those of men in organization but they did not have any women friendly policies for encouraging more women to enter in hotel industry This study indicates that management prefers men for managerial positions. They found that very less women at managerial positions and majority of female respondents are uncertain about the continuity their career in hotel industry in comparison to males. **Rajeshkumar and Rajendra (2014)** opined that the unorganized sector of the economy in India is the largest sector in terms of employment of the workforce. The bill of National Commission for enterprises in the unorganized sector, 2006 presented by the government of India women's are still behind in the actual distribution of social status, economic value and political authority. The exploitation of women without being adequately rewarded for their services is exceedingly unjust, inhuman and unethical. The tradition of social security architecture for the vulnerable strata of the society has been seriously challenged and curtailed due to heavy pressure from the global financial institution. So it is important to make a nation free from all kind of exploitation and injustice. It can be expected that government of India would take further initiatives for the welfare of unorganized sector workers who are the back bone of India's economy.

Manju (2017) State that female workers form the largest segment of India's unorganized workforce Most of them are for low wage due to low level of skills, illiteracy, ignorance and surplus labour and thus face high level of exploitation. The social and economic profile of female worker is greatly affected by the nature of industrial sector where they work. They face grave problems in work place. They have constraints related to their work such as insecurity, wage discrimination, absence of medical and accidental care, lack of continuity etc. this is due to low level irregular patterns of earning and employment, absence of employer – employee relationship and weak administrative structure. **Prakash , Sharma and Singh (2017)** states that very few women's are employed in the hotel industry in India, despite male and female employees equal levels of competence, something attributable to entrenched local tradition and religious laws regulating women to weak. Furthermore, gender inequality has prevented women from reaching managerial positions in their organizations hotels. **Angel D (2017)** states that the status of women workers is very poor and their condition is

vulnerable although they are working for long hours as compared to their male counterpart These women's are unskilled and semiskilled and forced to choose work in unorganized sector due to economic compulsion. To provide them social security against any risk on their employment, central and state government have formulated certain specific schemes to support unorganized workers but it failed in meeting with the real needs and requirements of the organization sector labour force especially for the women workers.

Important Laws applicable to the Hotel Industry

The majority of the legislations governing the hospitality and hotels industry can be divided into three main factors.

- The first head is the legislation for the construction and commissioning of hotels, restaurants, guest houses and other establishments, and includes the Foreign Exchange
- Management Act, the industrial licensing policies, land laws and various developments control orders issued by the central and state governments.
- The second head has legislation for the operation, maintenance and management of establishments, food and hygiene standards. It also includes insurance laws, fire safety and weights and measures regulation. Further various licenses such as liquor license, dance license, lodging house license, eating house license, police permissions, a license under the shops and establishments act, or a license under the food and drug administration act, granted on an annual basis.
- The third head has rules regarding taxation, employment and other contractual relationships. This includes laws on income tax, service tax, expenditure tax, excise duty, luxury tax, entertainment tax, as well as laws on employment matters like Apprentice Act, ESI Act, etc.

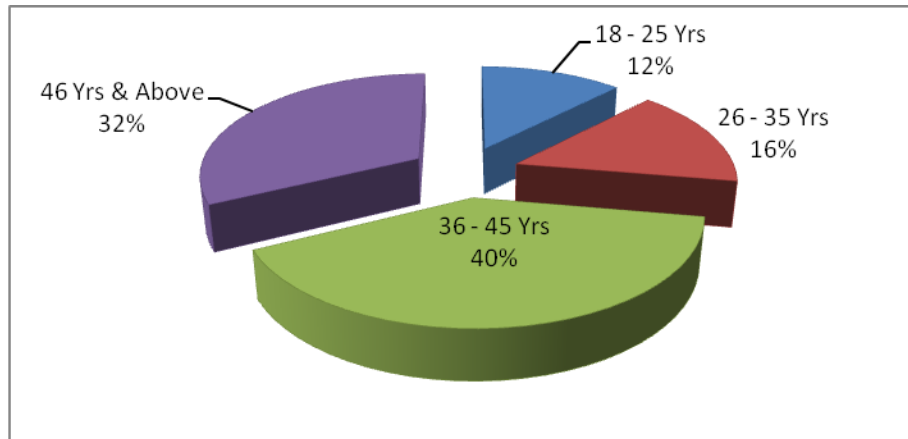
Protection of women under the labour laws

- Women constitutes half the population of the society and it is presumed that best creation belong to the women. But it is a harsh reality that women have been ill-treated in every society for ages and India is no exception. Women are deprived of economic resources and are dependent on men for their living.
- From the cradle to grave, females are under the clutches of numerous evils such as discrimination, oppressions, violence, within the family, at the work places and in the society. In order to improve the condition of women in India, legislature enacted the large volume of enactments pertaining to industry or work which contain special provisions for women such as: The workmen compensation act, 1923; Payment of Wages Act, 1936; factories Act, 1948;

maternity Benefit Act, 1961; Minimum Wages Act, 1948; Employees State Insurance Act 1948 and Pensions Act, 1987 etc.

Data analysis and interpretation

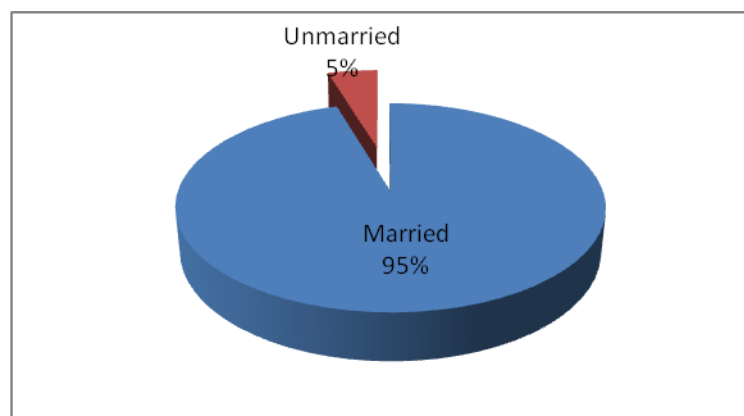
1. Age profile of the respondents



Primary Data

Above graph reveals the age profile of 65 sample respondents. It shows that 40% of the respondents (26) were belonging to the age of 36-45 years, 32% of the respondents (21) belongs to the age group of 46 years and above, 15% of the respondents (10) belongs to the age group of 26-35 years and 12% of the respondents (8) belongs to the age group of 18-25 years. It clearly indicates that majority of the women employees in hotel industry are above the age of 36 years

2. Respondents' marital status

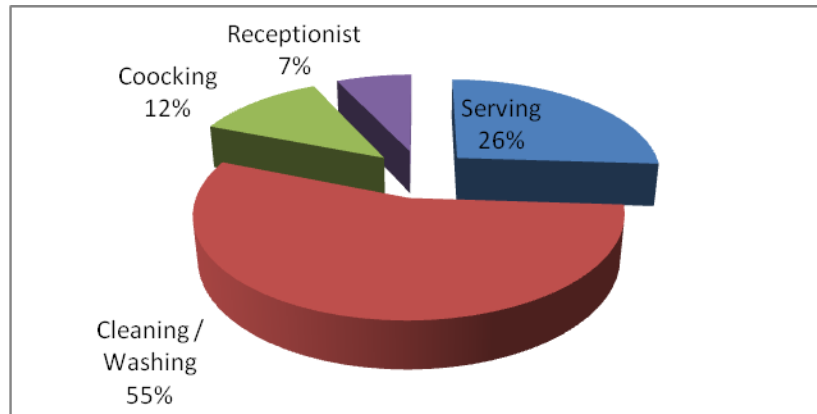


Primary data

The above chart reveals the marital status of the respondents. It shows that out of 100% of respondents 95% of the respondents (62) were married and remaining 5% of the respondents (3) were

unmarried. It indicates that majority of the women employees in hotel industry are married and because of their family well being they work in unorganized sector.

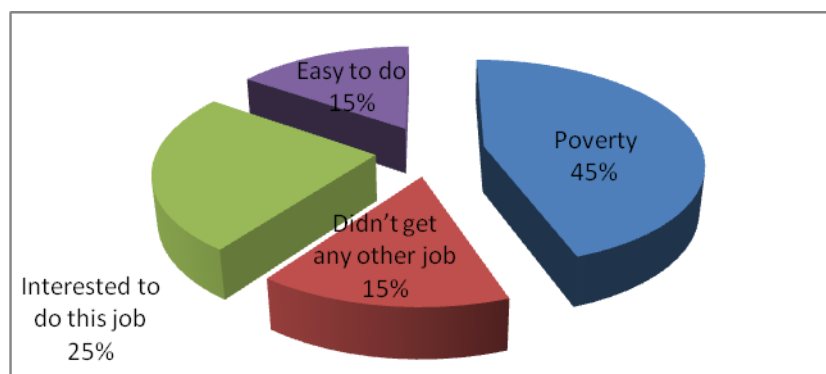
3. Work profile in the hotel



Primary data

The above graph reveals the work profile of the respondents. It shows that 55% of the respondents(36) were doing the work of cleaning/washing, 27% of the respondents(17) were doing serving work in the hotel, 12% of the respondents(8) were doing cooking and the rest 6% of the respondents(4) were working as receptionist in the hotels. It clearly indicates that majority of the respondents are doing washing/cooking and serving work in the hotels.

4. Reason to choose this work as profession

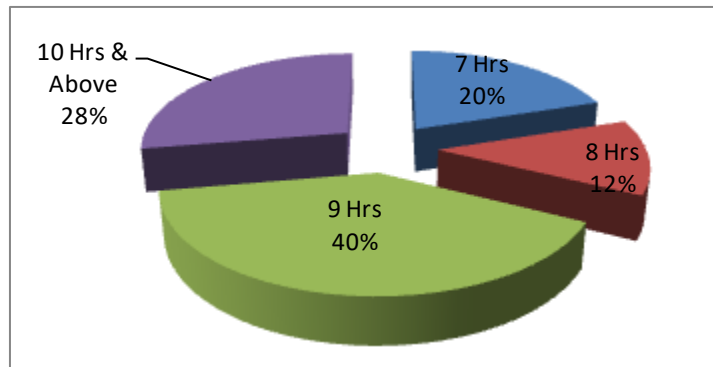


Primary data

The above graph reveals the reasons of respondents to choose to work in hotel industry. It shows that out of 100% respondents 45% of the respondents (29) were chosen this work as their profession because of the reason of poverty, 25% of the respondents (16) were chosen this work because they interested to do this work, 15% of the respondents (10) were chosen this work because they didn't get any other job to do, and remaining 15% of the respondents (10) chosen this work because of the

reason that this job is easy to do for them. It indicates that majority of the respondents chosen to work in hotel industry because of the poverty.

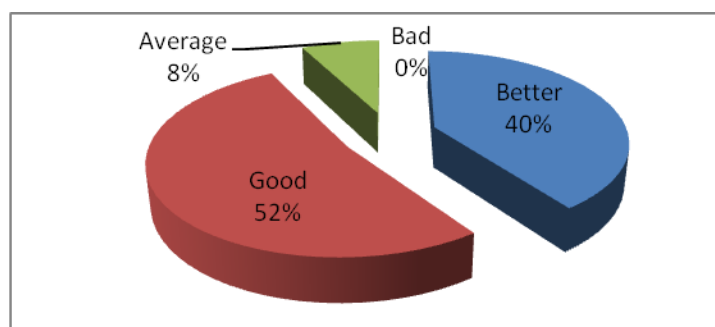
5. Hours of work of the respondents



Primary data

Above graph that out of 100% of respondents 40% of the respondents (26) were work for 9 hours in hotels, 28% the respondents (18) were work for 10 hours and more than that, 20% of the respondents (13) were work for 7 hours and 12% of the respondents (8) were work for 8 hours per day in hotels. It indicates that majority of the women employees are working more than 9 hours in a day in hotels.

6. Behaviour of men employees towards women employees

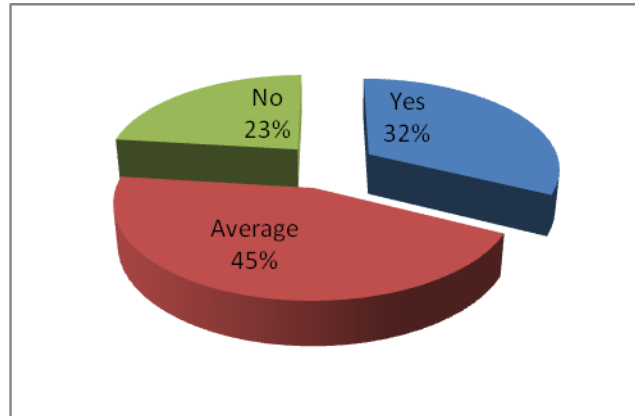


Primary data

The above chart reveals the behaviour of men employees towards the respondents in their work place. It shows that out of 100% respondents 52% of the respondents are opines that behaviour of men employees in their work place s good, 40% of the respondents opined that their behaviour is better, 8% respondents have the opinion that the behaviour is average and there is no respondent who have a

opinion that behaviour of men employees is bad. So it indicates that men employees were behave well with the women employees in work place.

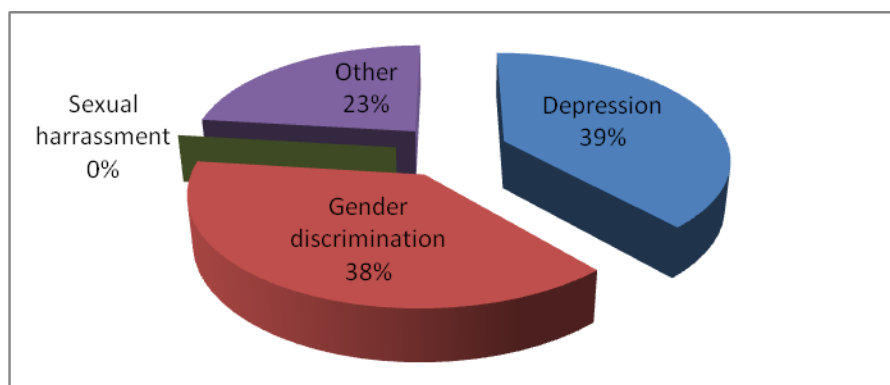
7. Equality in work place



Primary data

Above chart reveals the classification of respondents based on equality in work place. It shows that out of 100% respondents 45% of the respondents (29) are having average equality in their work place, 32% of the respondents (21) are having good equality and 23% of the respondents (15) are having no equality in their work place. It indicates that majority of the women employees are having low level or no equality in their work place.

8. Reason for health issues



Primary data

The above chart reveals the reasons for the health complications of the respondents. It shows that out of 100% of respondents 38% of the respondents (5) are having health issue because of the reason of gender discrimination in the work place, another 38% of the respondents (5) are having health complication because of depression and 23% of the respondents are having health issues because of other reasons in the work place and there is no respondent who is having health problem because of

the reason of sexual harassment. It indicates that majority of the women employees are having health issues because of the reason of depression and gender discrimination in the work place.

Findings of the Study:

The following are the key findings of the study

- It has been noticed that majority of the women employees working in hotels are above the age of 26 years.
- Major portion of the women employees involved in cleaning and washing work in hotels.
- Majority of women employees who are working in hotels are belongs to the poor family and the reason of poverty makes them to work in unorganized sectors.
- Majority of the respondents are having more than 3 members in their family and most of them are students.
- Major portion of the respondents' family members are coolies. It indicates the economic status of their family.
- In hotels majority are providing only the facilities like rest and food and there is no other facilities to the women employees.
- Majority of the women employees in hotel industry are not getting any incentives for their work. They have to work for more than 8 hours.
- As they work for more than 8 hours some of them are not happy with their working timings.
- In most of the hotels there are no safety measures for the women employees.
- The behavior of men employees with the female employees is comparatively good.
- Majority of the respondents are not experienced more than 2 years. It indicates the reason for unskillness of women employees.
- Women's are getting job security and respect in their work place averagely.
- Majority of the respondents are satisfied with their work. There is no maternity leave in most of the hotels.
- Some of the respondents are having health complications because of the situation in work place like depression, gender discrimination etc.
- Major portion of women employees are not having any conflicts between their family life and professional life. It reveals that family members support the women's for the work because that helps them in improving their standard of living

Suggestions:

- Hotels can increase the pay scale of women employees so that they can increase their standard of living.

- Proper place may be provided for women employees to have food and to take rest in the hotels.
- Hotels may be provided them with the incentives and bonus facilities to the women workers.
- Health care facilities may be provided to the women employees working at hotels.
- Hotels may not make the women workers to work more than 8 hours in a day.
- Maternity leave may be provided to the women employees working in hotel industry.
- Hotels may be provided the safety measures to the women employees

Conclusion:

Varied reasons could be assigned for the existing deplorable state of affairs of women in unorganized sector. It is mainly due to a segment working against women in labour market. Besides lack of organization in terms of forming trade unions among female workers, adverse impact of technological growth on women labour, absence of purposeful human resource development policy on improving women's employability through training, inadequate legislation and ineffective enforcement of safeguards to protect female workers, particularly in terms of their working conditions etc. are few of the major causes leading to pitiable condition of women workers.

Under these existing conditions it would not be out of context to say that the government should make efforts to improve their working conditions in terms of occupational safety, working hours, payment of adequate wages to them so that the women workers engaged in unorganized sector of employment may have mandatory decent and dignified work .

Economic independence of women will help in betterment of society and it also helps in development of a nation. Thus it is necessary to know the issues of women employees so that their problem can be solved by taking various actions and steps. A women employee helps the family in their economic situation and also they increase the family standard of living. Mainly women who work in unorganized sector face lots of problems. Above we saw that, they have more than 3 members in their family and majority of them are students. And also they are not getting any incentives and facilities except the food and rest. They are health issues, family problems etc. So by this we can come to know that women employees facing lot of social and economic issues especially who are working in unorganized sector.

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