

TRIBULATIONS CONFRONTED BY WOMEN IN THE HOSPITALITY INDUSTRY

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ABSTRACT

Background: *Women constitute an important labour force in all the countries. Nearly 1/3rd of our labour force [32%] consists of women. Working women constitute 16.43% of the female population of the country. The main problem with these female workers is that they are harassed in work place in different ways.* **Objective:** *Unveil the challenges, problems and difficulties confronted by women at their work place as well as at their home due to their profession.* **Method:** *The study was conducted on seventy eight women working in the hospitality industry and data was collected through questionnaires.* **Results:** *The paper derives its findings from observations & questionnaires & feedback forms collected from women professionals of the hospitality industry is that the women are facing is gender discrimination.* **Conclusion :** *The society should undersatnd that today's women are countributing to the ecomomic development of the country and not look the upon as an inferior creature.*

Key Words: *Discrimination, Family, Hospitality, Profession*

INTRODUCTION

In the long, history of humanity and its development, in the propagation of the human race and in the social economy of the world, woman has been as important factor as man, yet she was always looked down upon as an inferior creature. The most ancient history is an undying witness of the fact that woman has always been kept in subordination and has always been treated as inferior to man in rights and privileges. Madan (1975) has mentioned in his book “Status of women in India” that the position of Indian women in the society is very onerous and difficult one. Indian women belong to a society where men have always been traditional, hierarchical, and family oriented. They too after treat women’s ambition as something to be tolerated rather than encouraging.

Modernization

The analysis of the traditional and contemporary roles of men and women in Indian society has been appropriately prefaced by a brief historical survey of the position of women. According to the ages of texts it was convenient for us to reveal the status of women in older

times, she was considered as docile, shy, non aggressive and self-effacing. All these values were inculcated in the women's behaviour since her childhood. With the advent of modernization and globalization many concepts have undergone change. It does seem to have a very significant nature of change over values, attitudes, roles and relationships over a period of time. Education broadened the outlook of Indians to a considerable extent. Individual women have taken on the opportunities for education and novel responsibilities of occupation. Spread of education made women to pursue number of different courses like fashion designing, interior decoration, fine arts, pharmacy, engineering, medicine, hotel management and so on. Bachelor in Hotel Management degree makes women to 'utilize the importance of science in their homes and to add to them the loveliness of art.' Today modern women are making their constant endeavor to build a future which is worthy for themselves, their family as well as for the nation.

Problems Confronted by Working Women

The upward trend in female education and rapid changes in the values attitude, role and relationship with the advent of modernization have enabled Indian women to acquire a broader outlook and qualify themselves to enter into public life. Women are compositing with men in all kinds of services and are emerging remarkably successful in good numbers, they are occupying a good many posts of higher rank in various sectors such as in the line of hospitality sector. They are working as directors, head of the department, supervisors etc. and what not. Looking at the various professions and the fields of hospitality, in which respondents are working, they are certainly feeling a great sense of pride and honour. But, simultaneously they are confronting the perils of multi-dimensional obstacles such as a physical and mental stress, neglect, social restrictions, traditional norms etc. Pursuing career in different fields is a matter of inviting problems, orthodox ideas and superstitious beliefs combined with jealousy which make her uncomfortable. In this research an attempt has been made to examine various challenges and issues which are confronted by women. Keeping in view the above discourse, the present study was under taken to understand the role of women in the hospitality industry. The objective of the study was to unveil problems and difficulties confronted by them at their work place as well as at their home due to their profession.

METHODOLOGY

The study was conducted by collecting random data through questionnaires filled by working women of various hotels of Chandigarh. During the time of collecting information it has been tried to gather data in such a manner so that respondents of different classes i.e. upper, middle and lower could be covered. This yielded a sample of seventy eight respondents. In the present study, questionnaires were framed for data collection.

RESULTS AND DISCUSSION

With the advent of modernization, women are establishing themselves on the higher level positions. They have extended their scope of work but the woman today have two value scales, i.e. balancing between personal life and professional life that are imposing numbers of restrictions on her moving out of the premises of home. The tribulations confronted by women are being discussed as following:

Working Hours

As it has been said that, “Investing time is a key of success.” But working extra long hours brings a sense of contempt towards work. The problem that they face and the obstacles that come in their way of working are extra long work timings. After analyzing the data it was found that though the maximum percentage of respondents i.e. 73.08 percent of them are coming across long working hours, 26.92 percent of respondents do not have standard working hours Table 1 reveals that greatest number of respondents are working one hour extra than their job hours and even a few respondents are working three hours extra without getting much additional benefits.

Effect of Professional Life on Respondent’s Personal Life

According to Nanda (1984) no matter whatever the height of success achieved by women, at the end of the day they are responsible for various household tasks. Table-2 reveals the same.

The larger number of respondent’s percentage i.e. 58.97 percents personal life is getting influenced by working outside. 12.82 percent of them are suffering from the feeling of guilt about neglecting children, relatives and family friends and a few of them i.e. 7.69 percent are confronting anxiety by not maintaining an equilibrium between household duties and official work. In contrast, to this respondents are finding positive impact also i.e. 10.26 percent of them have found an improvement in their communication skills and 6.41 percent of respondents feel confident because of it. Whereas 41.03% respondent’s feel that their personal life is not getting affected by their professional life. It has been observed that they are keeping their professional life separate from their personal life by not bringing official work at home vice versa.

Household Duties

Modernization, whatever it may mean, does not have changed values, attitudes, roles and relationships fully. Individual women have taken on novel responsibilities they are contributing to the economic need of the family like man but still they are responsible for the household duties. Household works are tedious and endless and one requires assistance from their family members. As shown in Table 3 maximum numbers of respondents were getting help in performing household duties. 30.77 percent of respondents’ parents were managing home in her absence where as 23.08 percent of the respondents are helped by their husband and 15.38 percent and 19.23 percent of them receive assistance of their In-laws and from servants respectively. Whereas, as only a small percentage of respondents i.e. 11.54 percent are not receiving any kind of assistance for their household duties and the basic reason behind this is a few of them are staying alone and a few of them have odd timings of working shift due to which they are unable to hire a servant for work.

Familial Duties

In Hate’s study (1969) it is mentioned that some working women accept that there is a role conflict in their lives which generates due to an imbalance between the familial duties and non familial duties. It shows that there is a great contribution of parents in their life who are taking care of familial duties as for 33.33 percent of respondent’s familial duties are taken care of by their parents and also a good percentage of respondents i.e. 24.36 percent of them are getting help from their In-laws and 16.69

percent of them are managing and performing all familial duties themselves. Hence, we can determine that women are getting help by their family members and where they are not receiving any assistance from them, they are capable of handling on their own.

Table 1: Distribution of Respondents According to their Working Hours

Standard Working Hours	Respondents	
	Frequency	Percentage
Yes	21	26.92
No	57	73.08
If No, How many hours Extra		
1-hour	29	37.18
2-hours	17	21.79
3-hours	7	8.97
More than 3-hours	4	5.13
Total	57	73.08

Table 2: Respondent's Professional Life affecting Personal Life

Influence on Respondents	Respondents	
	Frequency	Percentage
No	32	41.03
Yes	46	58.97
If Yes, How		
Improvement in Communication Skills	08	10.26
Building Confidence	05	6.41
Interacting People	04	5.13
Household Duties	06	7.69
Neglecting Children	10	12.82
No Time for Family Function	07	8.97
Anxiety due to unbalance	06	7.69

Table 3: Assistance Received by Respondents from Others for Household Duties

Duties Performed by	Respondents	
	Frequency	Percentage
Parents	24	30.77
In-Laws	12	15.38
Husbands	18	23.08
Servant	15	19.23
None	9	11.54
Total	78	100

Table 4: Familial Duties performed by whom in Respondent's Absence

Looked After by Whom?	Respondents	
	Frequency	Percentage
Parents	26	33.33
In-Laws	19	24.36
Husband	14	17.95
Servant	06	07.69
Self (Independent)	13	16.67
Total	78	100

Gender Discrimination

As mentioned by Nanda(1984) the Indian society inculcates in women a certain self-doubt and in men a certain ambivalence towards womanhood. According to Dr. Kapur (1979) there are other numerous problems related to women's jobs or professions which came in the way of their progress as working women. The data presented in table 5 revealed that majority of respondent's i.e. 53.85 percent are subjected to gender bias. The unequal treatments confronted by females in various areas.

15.38 percent of respondents revealed that they are generally made to do morning shifts and avoided to put into night shifts because of security reasons. Owing to the time of giving week off women get first preference but, simultaneously being equally educated and skillful during the time of recruitment, promotion and job related assignments male employees are the first choice of the any organization. On analyzing we observed that employers generally believe that by recruiting and training male workers, they are making a permanent asset where as in case of female workers, they have the tendency of leaving job in between because of domestic responsibilities that could lead to a great loss of an employer. Due to these reasons female employees are facing obstacles in their way to success. Still there is a long way for her to move ahead in her life. But, there were 46.15% respondents who felt that they were not being discriminated. They perceive themselves to be potentially and professionally equal to men.

Harassment

As presented in the previous table that women have been subjected to various discriminations Kapur (1979) reported another significant problem that the well educated working women face is due to the widely prevalent attitude of taking her primarily as a sex objects and sex symbol. 16.67 percent (table 6) revealed that they were mentally harassed and 8.97 percent of respondents are sexually harassed like eve teasing, molestation etc. 25.64 percent of respondents have been confronting harassment. Instead of seeing her as an official, she is still viewed as a woman primarily and exclusively. And, a maximum number of respondents' i.e.74.36 percent consider their working place safe and are not facing any kind of harassment.

For any establishment it is an important to have a sexual harassment policy for the security of women employees. Results in Table 7 show that majority (58.97%) of respondents said that their work place has Sexual Harassment Policy, whereas 15.38 percent of respondents replied that at their place of work there is no such type of policy and it has been observed that all those work places were small, may be because of this reason, proper rules and regulations are not being obeyed by them.

25.64 percent of respondents have no information regarding such kind of policy. This depicts that organization doesn't brief properly about the rules and regulations and code of conduct at place of work to their employees. It shows that it is a lack of management of welfare of employees from employer's side. Thus, it helps us in understanding that undoubtedly women have broadened their sphere of work but simultaneously to be a part of that career line throughout their life and managing balance between official and domestic responsibilities is a challenging task.

Table 5: Response on Gender Discrimination at the Place of Work

Gender Bias	Respondents	
	Frequency	Percentage
No	42	53.85
Yes	36	46.15
If YES, How?		
Salary	02	2.56
Promotion	01	1.28
Off	03	3.85
Holiday	-	-
Job Assignment	06	7.69
Shift	12	15.38
Working Hours	7	8.97
Treatment	04	5.13
Recruitment	01	1.28
Total	36	46.15

Table 6: Harassment confronted by Subjects

Confronting Harassment	Respondents	
	Frequency	Percentage
No	58	74.36
Yes	20	25.64
If Yes, In What Respect?		
Mental Harassment	13	16.67
Sexual Harassment	07	8.97
Total	20	25.64

Table 7: Sexual Harassment Policy made by the Organization

Sexual Harassment Policy	Female Respondents	
	Frequency	Percentage
Yes	46	58.97
No	12	15.38
Not Aware	20	25.64
Total	78	100

CONCLUSION

After this study it has been found that with the opportunity of education, women have taken extra responsibilities, along with the domestic work they are contributing for the economic need of the family too. New vision of society made women to emerge into various segments. They pay the price for the privilege, however by shouldering heavier responsibilities both at home and outside. It makes them overburden and it becomes difficult for them to concentrate or maintain equilibrium between both the domestic work as well as non-domestic work. Because of these reasons only they are being subjected to number of restrictions by their family members. No doubt they are getting support from their family members when they come across problems. Family members are also sharing household duties with them as they are adding their economic share in the family's financial position. But, it has been observed that family members can help them and prevent them from facing numerous problems but outside still they are confronting various obstacles out of which major or significant problem that they are facing is gender discrimination. But with their educational level and skills they forwarding towards various spheres of achievement.

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