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# Exploitation and Bad Working Conditions of Employees in Small Hotels in Tourist City Ajmer: Reality or Rumer?

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**Abstract: Purpose-** *This paper looks to inspect visit issues looked by employees in a small hotel with the point of distinguishing issues and worker's sufferings.*

**Design/methodology/approach-** *Self-completed questionnaires based on the interview were utilized to gather information from small hotel's workers and investigations on different variables.*

**Findings-** *The paper finds the states/conditions of workers who are working in small hotels and ventures to improve the working states of small hotels for the betterment of workers.*

**Research limitations/implications-** *The accumulation of data on careful lengths of work would have encouraged an increasingly thorough examination of the circumstances and end results of worker's conditions and proposal for small hotels.*

**Practical implications-** *Policies of hotels must be as such to accompany to employees and treat them well. Investment by a hotel owner in infrastructural development for benefit of hotel and employee both. Small hotels must follow the government's policies and the government also has to check strictly.*

**The original/value-** *This study focuses on the relationship between employee's condition and the working environment in small hotels*

**Keywords:** *Working Conditions, Wages, Welfare for the Employee, Employee's Exploitation, Migration of Employees, Women Employees*

## 1. INTRODUCTION

Tourism is the largest and fastest growing economic sector in the world, in many countries tourism, acts as an engine for development by earning foreign exchange and creating jobs. The hospitality industry is a major and important part of the tourism industry. The Indian accommodation industry is encountering exponential development. The business has recorded a twofold digit development of 11% in income. New global chains are entering the blasting Indian hospitality sector and existing significant national and universal players are growing their impressions to Tier II and Tier III urban



areas. (Aspiring minds 2015, National Employability Report) Apart from major national and international chains, there are many small entrepreneurs who also run their hotels. All these hotels are small in size and either run by an individual or family. These small hotels either run in the owner's own property or the owner is having a lease/rented property to run a hotel. Many of these owners of hotels don't have any hotel management background but because they have money, land, links and property they are into the hotel business. Mostly entrepreneur came in the hotel business as tourism has grown explosively in the last few decades in India especially in Tier II and Tier III cities. Small hoteliers are generating more revenue and doing well because of the client base in these cities are lower to the medium middle class. Every tourist cannot afford high rates for their accommodation so they seek for small hotels where they can get rooms at cheap rates. These small hotels provide basic facilities to guests such as accommodation, restaurant services, room service and travel facilities etc. Although we cannot compare the service standard of these hotels to a national and international chain of hotels. These small hotels do not have any construction standard guidelines in India or they do not follow guidelines so running cost is also economical for these hotels and that is again main reason they are able to provide cheap accommodation to tourists/guests. As described earlier, many hotels are individual own properties and converted their house into hotels, this is again a reason they do not follow guidelines of construction and quality of construction. There are many more reasons apart of this by which they have low running cost and investments. That is a reason for the small hotel's entrepreneurs to generate more revenue and profit.

As the tourism industry booms and hospitality industry has grown and many small hotels came like weeds in the market. More and more job opportunities also grown. Those cities which are having more tourism leverage and many big and small hotels, they attracted many employees from other cities of India. To get cheap labour/workers/employees are also a major factor that these hotels are generating handsome revenue and in profit.

### **1.1 Employment in small hotels**

The small hotel does not require any skilled and knowledgeable professional for hotel management institutes, they look and hire who can work day to day work in operational departments like in restaurants, kitchens, housekeeping and as public or back area cleaners. As no prerequisite requires for providing employment in small hotels, they hire staff who can serve the guest in the restaurant, can take an order of limited items in menu card, clean utensils in the kitchen, cook normal Indian food or snacks and cleaners for guest rooms, public and back area of hotels. They took multiple task form a single worker. These workers work a minimum of 12 hours in a day, and maximum working hours may go up to 18 hours a day some times. During peak season of tourism in Tier II and Tier III cities, these small hotels heir staff on short term contract basis.

### **1.2 Employment process, guidelines and remuneration:**

Some questions arise related to the hiring process of staff by these hotels are such as, how these hotels heir staff for their hotels? Which type of competencies do they consider to recruit staff? What procedure do they follow to recruit staff? How and how much they set remuneration for staff? What facilities do they provide for their staff? Answers of all questions are based on observation and Questioner's schedule. I also tried to understand the cause and effects of relations between the hotel's policies and working conditions of



employees. Most of the hotels are very unprofessional regarding recruitment of staff. Hotel's owners neither have management knowledge or hotel business knowledge. Most of the hotels are run by people who even did not work in the hotel industry, so they do not follow proper procedure to hire staff. They do not outsource the hiring process to any consultancy even they do not look for experienced, educated and hotel management graduates. Then how they hire? They simply follow 2 simple ways to hire staff: 1). Publish an advertisement in the local newspaper or local language newspapers. 2). Use recommendation or reference by old or current staff/employees.

There is no set of the round for hiring staff to check their skills and knowledge, there is only one informal interview done by the hotel's owner where the owner's main focus on negotiation on salary or wages. Even most of the hotel's owners are not ask about their police verification and verification by older employee's track record and behaviour. The joining date is also on short notice like within a week, in many cases, I found that joining day either given from same day or from next day to staff. These small hotel's owners have no proper procedure to recruit staff as they don't seek for skilled and knowledgeable staff. They welcome and hire those staff who can follow their orders and can work as and when required. As per interview of workers of small hotels in Ajmer region, Workers get remuneration in range of between INR 3000 to INR 8000 per month, depend on which department they are hiring staff and what will be job profile of staff. If small hotel's owners are hiring staff to work in the kitchen, workers/employee gets around INR 7000 to INR 8000 per month. Few small hotels give up to INR 10,000 to chefs/cook who knows to work on tandoors. Almost 65-68 of small hotels do not have their own kitchen and they have a tie-up with nearby local restaurants, so these hotel owners do not hire kitchen's staff. Staff who work in a restaurant as waiters, they usually get a salary between INR 4000 to INR 5000. Staff work as housekeeping, room boys, valet, doormen etc. earns in the range between INR 3000 to INR 4000. Utensil's cleaner, Sweepers are having in more worst condition as they most of time work on daily wages and per day payment given to them around INR 80 to INR 120 on daily wages. In the name of facilities and welfare, these small hotels do not provide any facility, employee welfare and insurance facility to these workers. Only food is offered and that is only in between of shift timing of employees. There is no staff cafeteria facility available for these employees. They have to consume their meal either in corner of kitchen or back area of the hotel. As employees are forced to work a minimum of 12 hours, the timing for consuming food is very less and they have to consume food in 15-20 minutes. There is no job security and health benefits a small hotel's staff get.

### **1.3 Discrimination between male and female staff:**

This is one of the common problems of discrimination between male and female employees, where male staff get more salary female staff get less salary for the same work and the same working hours. Small hotels even in few cases do not have dedicated toilets for female staff. Female staff are working even in the worst condition in these small hotels. Hotel owner does not provide and changing room for female staff, do not provide baby creche. On base on the interview, female staff receive around 15-20% less salary or wages compare to male staff. In many incidences, female workers are exploited more by the hotel's management, guests and other hotel's employee.

### **1.4 The fear factor in employees:**

Now the thought comes in mind, why these employees do work in these hotels? Or why they do not leave their job or protest against the hotel? Workers work in the tough condition in



these hotels. They are paid less, no facilities provide to them, exploitation of employees, long working hours, no job security, working conditions are not ideal etc. still they accept to work because these workers are not as literate or education qualification, they cannot get a job easily somewhere else. They do not have experience enough or hotel management degree/diploma to work in good renowned national or international chain hotels. These workers are only having work experience of small hotels so if they move or shift job, they move from one small hotel to another small hotel, but every hotel having the same working condition for them. On another hand, shortage of job, unemployment, loss of prior job or increase in wages or salary, prospective workers shifted or migrate from other cities to those cities which are having tourist favourite destination and due to that, they are able to get a job in tourism or hotel industry. On average, each employee having 5 members of immediate family members to whom they have to feed. These employees do not have any job security, no insurance, overtime wages and welfare activities yet they work in similar working conditions.

## **2. LITERATURE REVIEW**

### **2.1 Overview small hotel sector in India:**

With opening up of the Indian economy after 1991 and the reception of globalization, there has been a lofty ascent in the operational exercises of different segments that were prior exceptionally lethargic. A standout amongst the best instances of this is the friendliness business. One of the significant pieces of this segment is the hotel business. The growing exercises of the hotel industry have transformed it into a multimillion-dollar industry. Hotel industry comprises of restaurants, lodging places, and so on and incorporates exercises, for example, office support and direct tasks including servers, watchmen, maids, bartenders, kitchen keepers, and so on. (Sylvine, 2016)

The Indian cordiality industry was anticipated to develop at a rate of 8.8% between years 2007-2016. Consequently, India has been the second-quickest developing the travel industry showcase on the planet. Hospitality Industry contributes 8.78% of total employment in India. In excess of 5 million yearly vacationers touched base all over are around 562 million local visitors for each year. These measurements demonstrate a blushing picture and there has been a blast in the Hospitality division. Indeed, the Planning Commission of India has recognized it as the second biggest sector in the nation in giving business chances to low-skilled workers in its 12th plan. The association service of the travel industry has assessed that there is a prerequisite of about 2.03 lakh experts in the business in India. (Alok Kumar, JHBM 2018)

The travel and hospitality industry has now turned into a noteworthy industry in India. It is a dawn industry, an employment generator, a huge wellspring of outside trade for the nation. The travel industry in India is the third biggest foreign exchange earner of the nation. The booming travel industry has had a falling impact on the friendliness part with an expansion in the inhabitation proportions and normal room rates. The travel and hospitality industry and cordiality part are among the main 10 segments in India to draw in the most noteworthy Foreign Direct Investment (FDI). As indicated by the data released by the Department of Industrial Policy and Promotion (DIPP), the hotel and the tourism industry segment pulled in around US\$ 10.6 billion of FDI between April 2000 and September 2017. (Equity master 2017)



## **2.2 Problems faced by employees:**

The third arrangement of laws that oversee the working of a hotel is identified with the agreements that it goes into with different endeavours or business contracts, for instance, the Apprentice Act, Employees State Insurance Act, and so forth. These laws likewise incorporate the way in which such substances are saddled. Charges may incorporate pay charge, administration charge, consumption charge, extract obligation, extravagance charge, stimulation charge, esteem included assessment, and so on. Enactments, for example, the Shops and Establishment Act or the Employees State Insurance Act would go for managing the connection among businesses and representatives in the inn. The previous would lay certain statutory commitments on the businesses in issues identified with wages, work hours, occasions, paid leaves, arrangement for an instalment for additional time work, and so on. The last is a government-managed savings plot that would order the businesses to ensure the enthusiasm of the specialists in the midst of possibilities, for example, affliction, maternity leaves, physical debilitation or wounds happening from the work environment, resulting in therapeutic consideration. The Provident Fund Act orders the production of provident store plans for the workers. The Apprentices Act will administer the working of students in the Hotel Industry. (blog.ipleaders.in)

## **2.3 Labour law in the hotel industry**

In an appreciated improvement for lodging representatives, the industry will presently need to fix appropriate moves and pay extra time on the off chance that they work for over eight hours per day, aside from guaranteeing specialists' wellbeing, security and welfare offices.

With the choice of the service of work and work to incorporate the 'Hotel Industry' under the Factories Act, the rulebook of all the main lodgings would require a relook.

Lodging industry should work disciplined with the consideration of the business under the Factories Act. The Act plainly says that the representatives will labour for eight hours in a move and exceeding period will be paid and they need to do it.

It isn't just the time span or moves however the business will likewise presumably need to take a gander at the worker's issues identifying with wellbeing, security, welfare offices, working hours, work of youthful people and yearly leave with wages which is every one of a part of Factories Act with the consideration.

The Factories Act is social enactment which has been ordered for word related wellbeing, wellbeing and welfare of labourers at work environments. (Press Trust of India)

## **2.4 Exploitation of women employees:**

Women working as housekeeping maids, cleaner or kitchen assistants likewise face high rates of inappropriate behaviour. Alongside metro polytan urban cities, small urban cities are additionally not behind to abuse women workers in these sort of lodgings. The hotel business embodies the developing separation between low-wage specialists and medium- paid labourers in small hotels, just as the gendered idea of the present economy in which women's work is come up short on and underestimated. Generally, women workers beneficiary as a maid whose obligation to complete the room. Lodging maids play out a wide scope of



obligations that have extended after some time because of the focused idea of the inn business. Servants commonly make beds, clean rooms, spotless and clean toilets, taps, sinks, baths and mirrors, wash floors, evacuate stains and vacuum rugs. They may likewise tidy furnishings and supply plate of sustenance, wash dishes and supplant espresso-making supplies. (oxfamlibrary.openrepository.com)

They are forced to clean all rooms daily due to this, their shift timing increases till 14 to 15 hours in a day without any extra monetary benefits. These women employees suffer some of the highest injury rates in the hotels, due to heavy workloads in a fast-paced environment and significant workplace hazards. Among the biological, chemical, physical and psychological risks associated with the work are harsh and irritating cleaning products, contact with bodily fluids and sharp objects, the risk of falling, slipping, tripping, and sustaining contusions, sprains and strains. Another grave problem for housekeepers is exposure to mould or dangerous waste, such as broken glassware, used needles, microbial contaminants and bodily fluids — all of which heighten the risk of infectious disease or other illness. On top of chemical and physical hazards, hotel housekeepers also experience work-related stress, violence and bullying. These psychosocial hazards are exacerbated by the racialized and gendered nature of the work. Housekeepers report being perceived as servants, not human beings with rights and needs. (www.oxfamindia.org)

## **2.5 Migration for employment:**

Migrant workers in the hospitality sector are open to more abuse by unethical employers when it comes to wages and other working conditions these migrant workers are exploited more in comparison to local workers. Most of the workers migrate from other small cities where they are not getting jobs or wages, so for look after their families, they look forward to those cities where they can get any work as they are ready to work in any area. Increase in the tourism sector, many small cities got opportunities to showcase their assets as a tourist destination, and these are cities where migrants come and work. In the case of Ajmer region of Rajasthan, workers come from small cities from Uttar Pradesh, Bihar, Bengal and Orisha. Foreign-born migrants are more likely to be employed in precarious work than locals are. Usually, migrants are not provided with written contracts of employment. The consequence of this is that they do not know what their rights are, nor the details concerning their conditions of service such as whether their jobs are for an indefinite period or whether they are temporary. This state of affairs allows employers to change and impose conditions of service with impunity. (Professor (Advocate) Stella Vettori, 2017)

## **3. METHODOLOGY**

### **3.1 Selection of research participants**

The methodological approach pursued was subjective. While quantitative techniques normally rely upon bigger samples, frequently chose haphazardly, qualitative methods depend on generally small samples or even single cases deliberately chose. The point of intentional examining, as opposed to irregular testing, is to choose data rich cases for a top to



a bottom investigation (Patton, 1990), by searching out the gatherings or people in which the procedure under examination is well on the way to happen (Denzin and Lincoln, 2011).

- Findings are based on interviews with the sample size of 82 employees of 14 small hotels from various areas in Ajmer. 65% male workers and 35% of female workers work in hotels as average either on daily wages or on a verbal contract. Owners of the hotel even do not provide written contract to them. We have interviewed 82 workers in which 58 were male and only 24 were female. Most of the female workers did not respond to our questions and few women employees were busy in a shift and they were not available during the visit to the hotel. (Figure 1)

- As per a survey's finding on the qualification of workers 18.29% of employees were ill-literate, 25.6% had education till class 8<sup>th</sup> or less than 8<sup>th</sup> class, 51.2% had education till 10<sup>th</sup> class and they are all working as a peon, sweeper or other work as labour boys. Around 4.87% of workers have completed their 12<sup>th</sup> class. In this survey, the hotel's managers are not included. (Figure 2), (Table 1)

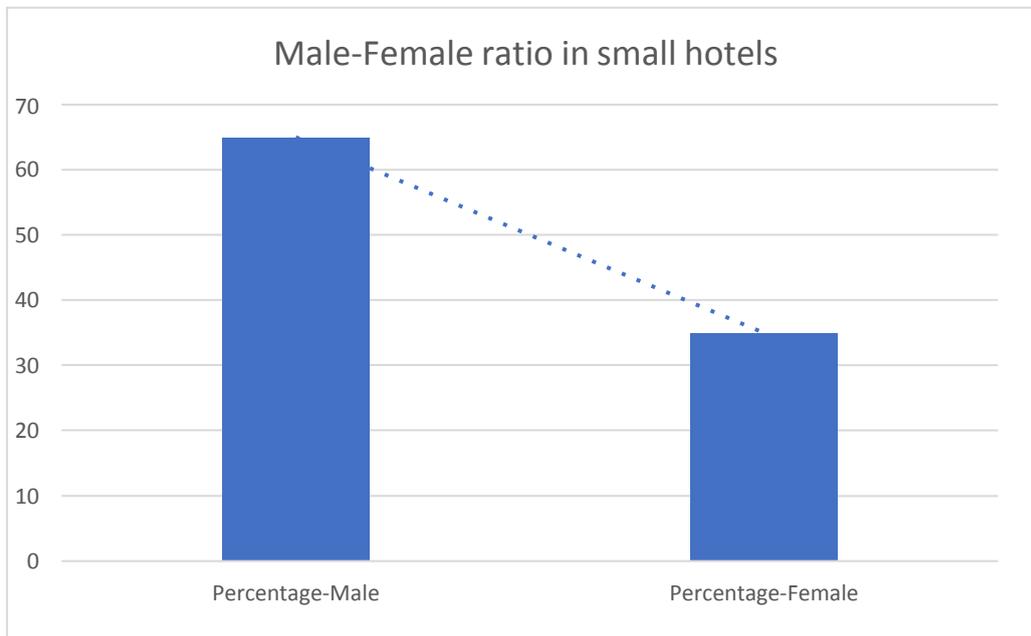
- The major finding of this survey, around 68% of workers are employed in the same hotels in less than 1 year. 22% are working in the same hotel from more than 1 year and 10% are working for more than 2 years. It shows that there is a very high turn over rate of employees in small hotels. (Figure 3), (Table 2)

- It is very clear in interviews that the majority of workers are neither attended skilled based courses nor professional qualified from any hotel school. Almost 90% of employees are unskilled and have experienced in a few small hotels, only 5% of employees, have 3 months certificate course in hospitality run by Govt of India under skilled based courses.

- Most of the employees except cleaners or sweepers have meal facility during their shift. If workers are in the morning shift, small hotel provides them typically Indian breakfast and morning tea. Workers are in afternoon shift are having lunch in hotels and those working in evening shift having dinner in hotels. The menu of these meals are very simple and workers do not have any dedicated cafeteria to have their meals. Most employees have long hours of working so they may have 2 meals depends on their shift timings. Other than shift's meals, no other facility is provided to workers by these hotels.

- Increments in salary do not depend on worker's performance or in other words, the performance appraisal system is not part of these hotels working environment. Even these hotels do not have proper human resource departments. Average increments on workers salary are upto 5% on their total monthly salary.

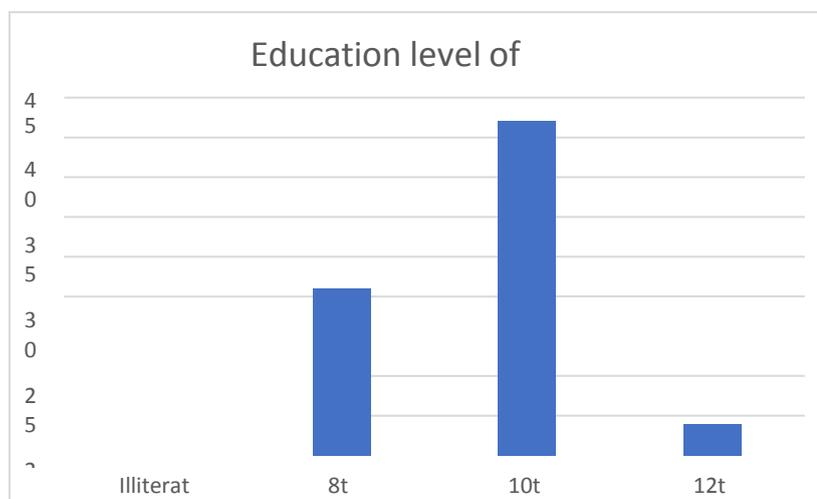
- On the question of satisfaction level, almost all employees on these hotels are not happy as hotels are treating them as labours and do not take care of their basic rights.



(Figure 1)

The education level of workers	No. of Workers	(%) Workers
Illiterate	15	18.29
8th	21	25.6
10th	42	51.2
12th	4	4.87

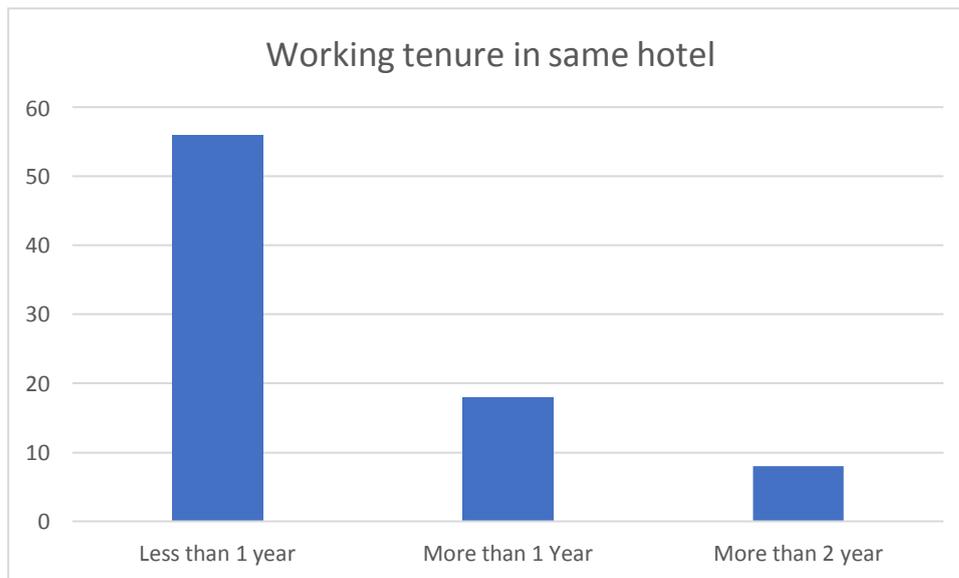
(Education level of workers in small hotels)(Table 1)



(Figure2)

Time duration	Working tenure in the same hotel	In %
Less than 1 year	56	68.29
More than 1 Year	18	21.95
More than 2 year	8	9.75

(Working Tenure of employees in the same hotel)(Table 2)



(Figure 3)

#### **4. RECOMMENDATIONS AND CONCLUSION**

Here are steps that each can take to right this wrong:

- The hotel industry especially small hotel business must maintain work rights or labour rights and the rule of pay value, and find a way to improve the wellbeing and generally working states of their employees. This can extend from providing fitted sheets and less harmful cleaning items to building up measures to anticipate inappropriate behaviour. Hotels must provide workers with regular calendars and well define work hours, and move towards paying the majority of their employees a living compensation. In no occasions should hotels endeavour to defeat sorting out endeavour?
- Governments can establish an open approach in four key regions to have an enduring effect in the lives of maids, and to decrease the yawning hole among rich and poor and between the working existences of people.
- Guarantee that all workers are paid a living pay and get benefits. This must incorporate strides to maintain the rule of pay value and guarantee that migrant workers' rights are regarded.



- Secure specialists' entitlement to compose and consider enterprises responsible for the infringement of worker rights.
- Put resources into quality, open and all-inclusive child care to guarantee female can get to the work market and seek after economic opportunities.
- Support female' rights associations attempting to end savagery against ladies and improve ladies' working conditions.

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