
CHAPTER V

WORKING CONDITIONS OF THE HOTEL WORKERS.

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CHAPTER V

WORKING CONDITIONS OF THE HOTEL WORKERS

5.1.1 We analyse various aspects of the working conditions of the hotel workers in Kolhapur in this Chapter.

5.2 RECRUITMENT.

5.2.1 Discussion with the managers and the proprietors of the hotels covered in this survey has revealed that with minor exceptions, proprietors do not systematically recruit the hotel workers. Sometimes workers come to the city seeking job, move around, ask hotel proprietors for work and they get the job, if it is available.

5.2.2 Sometimes old hotel workers give information to their friends and relatives about employment. Sometimes, proprietors specially demand skilled workers from old honest worker and he calls them from villages or from where they work. Sometimes they advertise for hotel workers and put the board in the hotel to that effect. But, in fact, it is found that for recruiting the hotel workers, there are no scientific, specific, systematic or regular procedures. Experience in the same line is probably the only qualification desired.

5.3 NATURE OF WORK AND WORKING HOURS.

5.3.1 Table 5.1 shows the relation between the nature of work and the working hours. 50 per cent cooks work more

than 8 hours and only 35 per cent cooks work 8 hours. 17.50 per cent cooks work 8 to 10 hours, 10 per cent work 10 to 12 and 12 to 14 hours each and 12.5 per cent cooks work more than 14 hours in a day.

5.3.2 The largest proportion of waiters (70.65 per cent) work more than 8 hours, 5.44 per cent work less than 8 hours and only 23.91 per cent work 8 hours. Out of them, 26.09 per cent waiters work 12 to 14 hours and it is to be noted that this is the highest proportion in this work hour group. 9.78 per cent waiters work more than 14 hours a day.

5.3.3 52.38 per cent washers and cleaners work more than 8 hours, 2.38 per cent work below 8 hours and 45.24 per cent washers and cleaners work 8 hours in a day.

5.3.4 50 per cent mix workers work more than 8 hours, 3.33 per cent work less than 8 hours and 46.67 per cent work 8 hours a day.

5.3.5 The highest proportion of supplymen (83.33 per cent) work more than 8 hours and it is to be noted that no supplyman works less than 8 hours, only 16.67 per cent supplymen work 8 hours and this is the lowest proportion among this work group and 33.33 per cent supplymen work in the highest work hour group (more than 14 hours).

5.3.6 It is clear from the data that only 40 per cent managers work more than 8 hours and this proportion is low, related to other categories. 20 per cent managers work

TABLE 5.1
NATURE OF WORK AND WORKING HOURS.

Sr. no.	Nature of work	Below 8 hours	8 hours	8 to 10 hours	10 to 12 hours	12 to 14 hours	Above 14 hours	TOTAL
1.	Cooks	6 (40.00) (15.00)	14 (18.92) (35.00)	7 (17.95) (17.50)	4 (13.79) (10.00)	4 (9.30) (10.00)	5 (25.00) (12.50)	40 (18.18) (100.00)
2.	Waiters	5 (33.33) (5.44)	22 (29.73) (23.91)	22 (56.41) (23.91)	10 (34.48) (10.87)	24 (55.81) (26.09)	9 (45.00) (9.78)	92 (41.82) (100.00)
3.	Washers & Cleaners	1 (6.67) (2.38)	19 (25.67) (45.24)	4 (10.26) (9.52)	8 (27.59) (19.05)	8 (18.61) (19.05)	2 (10.00) (4.76)	42 (19.09) (100.00)
4.	Mix Workers	1 (6.67) (3.33)	14 (18.92) (46.67)	3 (7.69) (10.00)	6 (20.69) (20.00)	4 (9.30) (13.33)	2 (10.00) (6.67)	30 (13.64) (100.00)
5.	Supplymen	-	1 (1.35) (16.67)	2 (5.13) (33.33)	-	1 (2.33) (16.67)	2 (10.00) (33.33)	6 (2.73) (100.00)
6.	Managers	2 (13.33) (20.00)	4 (5.41) (40.00)	1 (2.56) (10.00)	1 (3.45) (10.00)	2 (4.65) (20.00)	-	10 (4.54) (100.00)
	TOTAL	15 (100.00) (6.82)	74 (100.00) (33.64)	39 (100.00) (17.73)	29 (100.00) (13.18)	43 (100.00) (19.54)	20 (100.00) (9.09)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.

less than 8 hours and 40 per cent managers work 8 hours. It is found that no manager works more than 14 hours in a day.

5.3.7 Vertical reading of Table 5.1 reveals that among those who work for less than 8 hours a day, the proportion of managers is the highest to be followed by workers. Mix workers are in the maximum proportion and washers and cleaners next to them from those who work for eight hours a day. Among those who work for 8 to 10 hours a day, supplymen are the first the waiters the second. In the next work hour group (10 to 12 hours a day) mix workers, washers and cleaners and waiters work in the proportion of that order. Waiters are the largest group among those who work for 12 to 14 hours a day, and supplymen among those who work for more than 14 hours a day. It indicates that waiters are the most exploited section of the workers in the hotel industry in Kolhapur. They are the main section of the industry.

5.4 AGE OF THE WORKERS AND WORKING HOURS.

5.4.1 Table 5.2 indicates that with some minor exceptions, lower age group workers work more than higher age group workers. It is to be noted that the highest majority as high as 90.47 per cent of child labourers work more than 8 hours and only 9.53 per cent work 8 hours and it is worth noting that no one from child labourers works less than 8 hours a day. From among those child workers, who work more than 8 hours a day, 9.52 per cent work 8 to 10 hours, 42.86 per cent work 10 to 12 hours, 33.33 per cent

work 12 to 14 hours and 5.76 per cent work more than 14 hours a day. It is really inhuman to make these teenagers to work for more than 12 hours a day. No law seems to have reached them.

5.4.2 Among the age group 16 to 21 years, 68.92 per cent hotel workers work more than 8 hours, 6.76 per cent work less than 8 hours and only 24.32 per cent work 8 hours. Those who work more than 8 hours in this age group (16 to 21 years of age), out of them 21.62 per cent work 8 to 10 hours, 13.51 per cent work 10 to 12 hours, 24.33 per cent work 12 to 14 hours and 9.46 per cent work more than 14 hours a day.

5.4.3 Among the age group 22 to 30 years, 48.75 per cent hotel workers work more than 8 hours, 45 per cent work 8 hours and 6.25 per cent work less than 8 hours. Those who work more than 8 hours, out of them 18.75 per cent work 8 to 10 hours, 8.75 per cent work 10 to 12 hours, 11.25 per cent work 12 to 14 hours and 10 per cent work more than 14 hours.

5.4.4 From the age group 31 to 45 years, 41.48 per cent workers work 8 hours, 8.82 per cent work less than 8 hours and 50 per cent hotel workers in this age group work more than 8 hours. Out of them, 14.71 per cent work 8 to 10 hours, 5.88 per cent work 10 to 12 hours, 20.59 per cent work 12 to 14 hours and 8.82 per cent work more than 14 hours a day.

TABLE 5.2

AGE OF WORKERS AND WORKING HOURS.

Sr. no.	Age	Below 8 hours	8 hours	8 to 10 hours	10 to 12 hours	12 to 14 hours	Above 14 hours	TOTAL
1.	Below 15 years	-	2 (2.70) (9.53)	2 (5.13) (9.52)	9 (31.03) (42.86)	7 (16.28) (33.33)	1 (5.00) (5.76)	21 (9.55) (100.00)
2.	16 to 21 years	5 (33.33) (6.76)	18 (24.32) (24.32)	16 (41.03) (21.62)	10 (34.48) (13.51)	18 (41.86) (24.33)	7 (35.00) (9.46)	74 (33.64) (100.00)
3.	22 to 30 years	5 (33.33) (6.25)	36 (48.65) (45.00)	15 (38.46) (18.75)	7 (24.14) (8.75)	9 (20.93) (11.25)	8 (40.00) (10.00)	80 (36.36) (100.00)
4.	31 to 45 years	3 (20.00) (8.82)	14 (18.92) (41.18)	5 (12.82) (14.71)	2 (6.90) (5.88)	7 (16.28) (20.59)	3 (15.00) (8.82)	34 (15.45) (100.00)
5.	46 to 55 years	2 (13.34) (25.00)	3 (4.06) (37.50)	1 (2.56) (12.50)	1 (3.45) (12.50)	-	1 (5.00) (12.50)	8 (3.64) (100.00)
6.	56 to 65 years	-	-	-	-	2 (4.65) (100.00)	-	2 (0.91) (100.00)
7.	Above 65 years	-	1 (1.35) (100.00)	-	-	-	-	1 (0.45) (100.00)
	TOTAL	15 (100.00) (6.82)	74 (100.00) (33.64)	39 (100.00) (17.73)	29 (100.00) (13.18)	43 (100.00) (19.54)	20 (100.00) (9.09)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.

5.4.5 Among the age group 46 to 55 years, 37.5 per cent hotel workers work 8 hours, 25 per cent work less than 8 hours and 37.5 per cent work more than 8 hours. Out of them, 12.5 per cent work 8 to 10 hours, 10 to 12 hours and more than 14 hours each.

5.4.6 All the hotel workers between 56 to 65 years of age work 12 to 14 hours. Above 65 years of age, 100 per cent i.e. all the hotel workers above 65 years of age, work 8 hours. So it is clear that generally, with some minor exceptions, low age group workers work more than high age group workers.

5.4.7 Comparison of proportion of workers in each age group in a column of work hours tells that with rise in age of the worker, the proportion of workers in the work hour bracket increases till a level and then begins to decline with further rise in the age of the worker, except for the first column. To illustrate the point, it can be revealed that, among those who work for 8 hours a day, the proportion of workers rises from age below 15 years to age 22 to 30 years and then begins to decline.

5.4.8 Another factor worth noting is the fact that among all age groups, the proportion of workers working more than 8 hours a day was the highest in the lowest age group (below 15 years) and the lowest in the age group of 46 to 55 years. 63 hotel workers (28.64 per cent) of all age groups used to work for more than 12 hours a day. It

is indicative of the fact that even today, hotel workers receive age old inhuman treatment. Most of them have to work for such long hours because they are given dinner as well as shelter in the hotel itself. So they are available at work place and they are given work. It is pitiable that workers in the age group of 56 to 65 years had to work for long hours every day.

5.5 EXTRA WORK.

5.5.1 Table 5.3 states that as few as 28 (12.73 per cent) were required to perform duties outside the scheduled work. Washing and cleaning the utensils was the main extra

TABLE 5.3
ANY EXTRA WORK

Sr. No.	Work	Workers	Percentage
1.	No extra work	192	87.27
2.	Extra work	28	12.73
1.	Washing & Cleaning	20	9.09
2.	Bringing Water	6	2.73
3.	Cleaning Pots	7	3.18
4.	Marketing & other work.	8	3.64
	TOTAL:	220	100.00

work which 20 out of 28 (71.43 per cent) workers had to do. The figures in the Table indicate that multiple extra duties must be falling upon the shoulders of the workers.

5.6 WEEKLY HOLIDAY.

5.6.1 It is found that 10 per cent hotel workers did not enjoy the right of a weekly holiday. But most of them had the privilege.

TABLE 5.4
WEEKLY HOLIDAY

Sr. No.	Holiday	Workers	Percentage
1.	Enjoying weekly Holiday.	198	90.00
2.	No weekly Holiday	22	10.00
	TOTAL:	220	100.00

5.7 MIGRATION TREND OF THE HOTEL WORKERS (from hotel to hotel)

5.7.1 Many of the hotel workers do not work for long period in the same hotel. Generally, they migrate from one hotel to another some time in a week, in a month or in a year. They are generally free to work elsewhere and not bound with a proprietor to work for a long period in the same hotel.

5.7.2 Table 5.5 shows the migration trend of the hotel workers. the migration rate is calculated by the total working years as a hotel worker divided by number of hotels where he has worked.

5.7.3 Data indicates that 111 (50.46 per cent) hotel workers worked below 2 years on an average in one hotel. They changed hotel usually before they completed

TABLE 5.5
MIGRATION TREND AMONG HOTEL WORKERS
(from hotel to hotel)

Sr. no.	Average working years	Workers	Percentage
1.	Below 2 years	111	50.46
2.	2 to 5 years.	79	35.91
3.	6 to 10 years	26	11.82
4.	11 to 20 years	3	1.36
5.	Above 20 years	1	0.45
	TOTAL:	220	100.00

2 years of working in a hotel. 79, (35.91 per cent) workers worked in one hotel for 2 to 5 years on a average. 26 (11.82 per cent) workers worked 6 to 10 years and only 3 (1.36 per cent) hotel workers worked 11 to 20 years on an average in one hotel and only one soul exhibited loyalty to the proprietor by staying in his job for more than 20 years in a hotel at a place.

5.7.4 So it is clear that most of the hotel workers do not work in the same hotel from the beginning. It is indicative of the fact that the rate of migration is much higher among hotel workers. If working for more than five years in one hotel is taken as job stability, only 30 (13.63 per cent) workers were stable and 190 (86.37 per cent) were unstable.

5.8 RESIDENCE OF THE HOTEL WORKERS.

5.8.1 While collecting the data through personal interview and questionnaire, it is found that the majority of the hotel workers (172, 78.18 per cent) reside in hotels, where they work. Many inconveniences are found where they reside: Some of them join the tables and benches and sleep on it, bathing facilities and toilets, etc. are not available in most of the hotels.

5.8.2 But, in fact, some of the hotels are good and so places where hotel workers reside are convenience to stay. Many of the necessities like bathroom, toilet, are available to them; such conditions exist only in big hotels and very scarce in the small hotels.

5.8.3 19.09 per cent hotel workers reside at rented house or in their own house in the city. Most of them reside in slum areas, in small huts. Most of these huts are very close to the banks of the gutters and rivers. Many inconveniences are found there. One woman worker respondent said that she resides with her two children in a 6x10 feet rented hut near a big gutter where so many mosquitoes are empiring in day and night and it is to be noted that she pays Rs.40 per month for such a hut.

5.8.4 Rest of the hotel workers (6, 2.73 per cent) reside somewhere else with their relatives, friends or in the temples. With 172 (78.18) per cent hotel workers residing at work place, the precarious condition of these people can be

imagined. Tearing of these workers from their families must be causing a psychological torture to them.

5.9 NATURE OF PREVIOUS WORK.

5.9.1 Table 5.6 shows that an absolute majority of 143 (65 per cent) workers started their work as a hotel worker. Working in a hotel was the starting point of their life. Previously, 22 (10 per cent) workers were farmers or land cultivators and therefrom they took to working in a

TABLE 5.6
NATURE OF PREVIOUS WORK

Sr. No.	Nature of Previous Work	Workers	Percentage
1.	As hotel workers	143	65.00
2.	Land Cultivators	22	10.00
3.	Agricultural Labourers	21	9.55
4.	Skilled service or self-employment	23	10.45
5.	Unskilled service or self employment	11	5.00
	TOTAL:	220	100.00

hotel. 21 (9.55 per cent) workers were agricultural labourers. It indicates the plight of sons of soils who found even the work of a hotel worker preferable to that of an agricultural worker. 23 (10.45 per cent) were in skilled services or in self employment and rest 11 (5 per cent) hotel workers were unskilled servicemen or unskilled self employment.

5.10 EDUCATION AND NATURE OF WORK.

5.10.1 It is clear from Table 5.7 that generally, there is no such specific relation between education and nature of work. If education upto and inclusive of 7th Standard is considered inadequate, then 151 (68.64 per cent) were less educated in this profession. Among different categories of hotel workers, mix workers (24, 80.00 per cent) had the highest proportion of less educated to be followed by washers and cleaners (33, 78.57 per cent), cooks (28, 70.00 per cent), supplymen (4, 66.67 per cent) and waiters (58, 63.05 per cent). Among the persons who work on the floor of the hotels (waiters, mix workers), it was among the waiters that the proportion of less educated was the least. It is interesting to note that as many as 4 (40 per cent) of the managers were also inadequately equipped by this standard.

5.10.2 Among uneducated (18, 37.50 per cent), the maximum proportion was among waiters. Even among those who were educated upto 7th standard, waiters (75.89 per cent) were in majority and supplymen and managers in minority (5.00 per cent). Among college educated, cooks had lions' share (40 per cent).

5.10.3 However, no worker from the highest educated group of undergraduation works as a washer and cleaner and supplymen under this survey.

TABLE 5.7

EDUCATION AND NATURE OF WORK

Sr. no.	Education	Cooks	Waiters	Washers & Cleaners	Mix Workers	Supplymen	Managers	Total
1.	Uneducated	12 (30.00) (25.00)	18 (19.57) (37.50)	9 (21.43) (18.75)	7 (23.33) (14.59)	1 (16.67) (2.08)	1 (10.00) (2.08)	48 (21.82) (100.00)
2.	1 to 4 Std.	8 (20.00) (18.60)	14 (15.22) (32.56)	10 (23.81) (23.26)	9 (30.00) (20.93)	-	2 (20.00) (4.65)	43 (19.55) (100.00)
3.	5 to 7 Std.	8 (20.00) (13.33)	26 (28.26) (43.33)	14 (33.33) (23.34)	8 (26.67) (13.33)	3 (50.00) (5.00)	1 (10.00) (1.67)	60 (27.27) (100.00)
4.	8 to 10 Std.	9 (22.50) (15.52)	29 (31.52) (50.00)	8 (19.05) (13.79)	5 (16.67) (8.82)	2 (33.33) (3.450)	5 (50.00) (8.62)	58 (26.36) (100.00)
5.	11 to 12 Std.	1 (2.50) (16.67)	4 (4.35) (66.66)	1 (2.38) (16.67)	-	-	-	6 (2.73) (100.00)
6.	Undergraduate	2 (5.00) (40.00)	1 (1.08) (20.00)	-	1 (3.33) (20.00)	-	1 (10.00) (20.00)	5 (2.27) (100.00)
	T O T A L	40 (100.00) (18.18)	92 (100.00) (41.82)	42 (100.00) (19.09)	30 (100.00) (13.64)	6 (100.00) (2.73)	10 (100.00) (4.54)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.

T R E A T M E N T

5.11 TREATMENT FROM THE PROPRIETOR AND CUSTOMERS TO THE HOTEL WORKERS.

5.11.1 Hotel workers work for comparatively long hours and at low wages. Their social status is dubious. Psychological stability, therefore, of these people depends upon the treatment they receive from proprietors and customers. Most of the hotels included in the survey are small in size, so the proprietor knows all the workers individually. In the hotels, workers are closely connected with the customers and the proprietor; so it is necessary to know the relationship between the worker and proprietor and the worker and customer.

5.11.2 In this sub-section, we are going to examine the nature of relationship between the nature of work, educational qualification, age of the worker, caste of the worker and the treatment he receives at the hands of, on the one hand proprietors, and on the other hand, from the customers.

5.11.3 The data collected shows that 141 (64.09 per cent) hotel workers get good treatment and 79 (35.91 per cent) workers get bad treatment from the proprietors and the customers. That is, majority of the workers get good treatment from the society.

5.12 RELATION BETWEEN NATURE OF WORK AND TREATMENT.

5.12.1 31 (77.50 per cent) cooks (Table 5.8) get good treatment from the Proprietor and the customer and 9

TABLE 5.8
NATURE OF WORK AND TREATMENT

Sr. No.	Nature of Work	Good	Bad	Total
1.	Cooks	31 (21.99) (77.50)	9 (11.39) (22.50)	40 (18.18) (100.00)
2.	Waiters	53 (37.59) (57.61)	39 (49.37) (42.39)	92 (41.82) (100.00)
3.	Washers & Cleaners	20 (14.18) (47.62)	22 (27.85) (52.38)	42 (19.09) (100.00)
4.	Mix Workers	25 (17.73) (83.33)	5 (6.33) (16.67)	30 (13.64) (100.00)
5.	Supplymen	2 (1.42) (33.33)	4 (5.06) (66.67)	6 (2.73) (100.00)
6.	Managers	10 (7.09) (100.00)	-	10 (4.54) (100.00)
	Total: .	141 (100.00) (64.09)	79 (100.00) (35.91)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.

(22.50 per cent) cooks get bad treatment. 53 (57.61 per cent) waiters get good treatment and 39 (42.39 per cent) get bad treatment.

5.12.2 The trend appears to be reversed with washers and cleaners as 22 (52.38 per cent) getting bad treatment and only 20 (47.62 per cent) getting good.

5.12.3 Among the mix workers, 25 (83.33 per cent) get good treatment and only 5 (16.67 per cent) are getting bad treatment.

5.12.4 66.67 per cent, i.e. majority of supplymen are getting bad treatment, only 33.33 per cent are getting good treatment.

5.12.5 It is to be noted that 100 per cent Managers get good treatment from their proprietors and customers.

5.12.6 Among various kinds of workers, managers (100 per cent), mix workers (83.33 per cent), cooks (77.50 per cent), waiters (57.61 per cent) receive good treatment. But only two categories of hotel workers, washers and cleaners (52.38 per cent) and supplymen (66.67 per cent) were found to be receiving bad treatment. As both these categories seldom come in contact with the customers, so their quarrel must be with the proprietor. The usual point of dispute between supplymen and proprietor must be of putting either more quantity or seldom less quantity of the eatable in the dish. Improper cleaning or delay in cleaning and washing the utensils, cups and saucers or glasses must be that attracting abuses of the proprietor, for the washers and cleaners. It is a heartening fact that waiters, the one who are exposed most to the customers and/or proprietors receive good treatment in general.

5.13 RELATION BETWEEN EDUCATION AND TREATMENT.

5.13.1 Table 5.9 shows that 23 (47.92 per cent) uneducated hotel workers get good treatment and 25 (52.08 per cent) get bad. 29 (67.44 per cent) of the workers educated upto 1 to 4 standard get good treatment and 14 (32.56 per

TABLE 5.9
EDUCATION AND TREATMENT

Sr. No.	Education	Good	Bad	Total
1.	Uneducated	23 (16.31) (47.92)	25 (31.65) (52.08)	48 (21.82) (100.00)
2.	1 to 4 Standard	29 (20.56) (67.44)	14 (17.72) (32.56)	43 (19.55) (100.00)
3.	5 to 7 Standard	41 (29.08) (68.33)	19 (24.05) (31.67)	60 (27.27) (100.00)
4.	8 to 10 Standard	38 (26.95) (65.52)	20 (25.32) (34.48)	58 (26.36) (100.00)
5.	11 to 12 Standard	5 (3.55) (83.33)	1 (1.26) (16.67)	6 (2.73) (100.00)
6.	Undergraduates.	5 (3.55) (100.00)	-	5 (2.27) (100.00)
	Total:	141 (100.00) (64.09)	79 (100.00) (35.91)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.

cent) get bad. 41 (68.33 per cent) workers educated upto 5 to 7 standard get good treatment and 19 (31.67 per cent) get bad. 38 (65.52 per cent) secondary level (8 to 10 standard) educated workers are getting good treatment and 20 (34.48 per cent) are getting bad treatment.

5.13.2 It is to be noted that among the higher secondary (11 to 12 Standard) education level, majority (83.33 per cent) of the hotel workers get good treatment and only 1 (16.67 per cent) gets bad.

5.13.3 Among the undergraduate workers, 100 per cent hotel workers get good treatment from customers and proprietors.

5.13.4 A glance at Table 5.9 reveals that proportion of workers receiving good treatment in comparison to otherwise in respect of different groups of education goes on increasing with the higher level of education with a marginal setback in respect of the category of workers with 8 to 10 standard of education.

5.13.5 The proportion of workers receiving bad treatment is the highest among uneducated workers. Probably, they are the workers falling in the category of washers and cleaners and supplymen.

5.13.6 Therefore, it is clear that there is some relation between the education and treatment. High-educated get the better treatment than low educated workers.

5.14 RELATION BETWEEN AGE OF THE WORKERS AND THE TREATMENT.

5.14.1 It is clear from Table 5.10 that the proprietors and customers give good treatment to adult and old hotel workers than to the child workers. 11 (52.38 per cent) of the child labourers get bad treatment and 47.62 per cent

TABLE 5.10
AGE AND TREATMENT

Sr. No.	Age (years)	Good	Bad	Total
1.	Below 15	10 (7.09) (47.62)	11 (13.92) (52.38)	21 (9.55) (100.00)
2.	16 to 21	44 (31.21) (59.46)	30 (37.98) (40.54)	74 (33.64) (100.00)
3.	22 to 30	54 (38.30) (67.50)	26 (32.91) (32.50)	80 (36.36) (100.00)
4.	31 to 45	22 (15.60) (64.71)	12 (15.19) (35.29)	34 (15.45) (100.00)
5.	46 to 55	8 (5.67) (100.00)	- - -	8 (3.64) (100.00)
6.	56 to 65	2 (1.42) (100.00)	- - -	2 (0.91) (100.00)
7.	Above 65	1 (0.71) (100.00)	- - -	1 (0.45) (100.00)
	Total:	141 (100.00) (64.09)	79 (100.00) (35.91)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.

get good treatment. Among those who are between 16 to 21 years of age, 44 (59.46 per cent) hotel workers get good treatment and 30 (40.54 per cent) get bad. Among the 22 to 30 years of age group, 54 (67.50 per cent) workers get good treatment and only 26 (32.50 per cent) get bad. From those who are between 31 to 45 years of age, 22 (64.71 per cent) get good treatment and 12 (35.29 per cent) get bad treatment.

5.14.2 All workers above 46 years of age get good treatment and none bad. Age seems to be respected even in the hotel industry.

5.15 RELATION BETWEEN CASTE AND TREATMENT.

5.15.1 Table 5.11 shows that 91 (71.65 per cent) Marathas get good treatment and only 36 (28.35 per cent) get bad. 6 (60.00 per cent) of the Brahmin and Lingayat workers each get good treatment and 40 per cent get bad treatment.

TABLE 5.11
CASTE AND TREATMENT

Sr. No.	Caste	Good	Bad	Total
1.	Marathas	91 (64.54) (71.65)	36 (45.57) (28.35)	127 (57.72) (100.00)
2.	Brahmins	6 (4.26) (60.00)	4 (5.06) (40.00)	10 (4.55) (100.00)
3.	Lingayats	6 (4.26) (60.00)	4 (5.06) (40.00)	10 (4.55) (100.00)
4.	Backward Castes	9 (6.38) (40.91)	13 (16.46) (59.09)	22 (10.00) (100.00)
5.	Muslims	7 (4.96) (46.67)	8 (10.13) (53.33)	15 (6.82) (100.00)
6.	Others	22 (15.60) (61.11)	14 (17.72) (38.89)	36 (16.36) (100.00)
	Total:	141 (100.00) (64.09)	79 (100.00) (35.91)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.

5.15.2 It is to be noted that 13 (59.09 per cent) workers from backward caste communities and 8 (53.33 per cent) from Muslim hotel workers get bad treatment and only 9 (40.91 per cent) from backward caste and 7 (46.67 per cent) from Muslims get good treatment.

5.15.3 Among the workers belonging to other castes, 22 (61.11 per cent) get good treatment and 14 (38.89 per cent) get bad.

5.15.4 So it is clear from the data that majority of backward caste and Muslim hotel workers get bad treatment and majority from the rest categories get good treatment.

S A T I S F A C T I O N

5.16.1 An effort was made in the survey to know whether the workers in the hotel industry are satisfied or not with their work, surroundings, etc.

5.16.2 The data shows that as many as 116 (52.73 per cent) of the hotel workers are not satisfied with the hotel work, and only 104 ((47.27 per cent) workers are satisfied. The statistics collected is so presented to find out the economic, functional, educational and ethnic factors that are affecting the satisfaction of the workers.

5.17 WAGES AND SATISFACTION.

5.17.1 It is clear from Table 5.12 that the wage earners getting wages below Rs.100 per month are not at

TABLE 5.12
WAGES AND SATISFACTION

Sr. No.	Wages	Satisfied	Un satisfied	Total
1.	Not determined	-	1 (0.86) (100.00)	1 (0.45) (100.00)
2.	Rs. 1 to 50	-	1 (0.86) (100.00)	1 (0.45) (100.00)
3.	Rs. 51 to 100	-	8 (6.90) (100.00)	8 (3.64) (100.00)
4.	Rs.101 to 200	19 (13.27) (24.05)	60 (51.73) (75.95)	79 (35.91) (100.00)
5.	Rs.201 to 300	28 (25.92) (42.42)	38 (32.76) (57.58)	66 (30.00) (100.00)
6.	Rs.301 to 400	40 (33.46) (83.89)	5 (4.31) (11.11)	45 (20.46) (100.00)
7.	Rs.401 to 500	9 (8.66) (81.82)	2 (1.72) (18.18)	11 (5.00) (100.00)
8.	Rs.501 to 600	6 (5.77) (85.71)	1 (0.86) (14.29)	7 (3.19) (100.00)
9.	Rs.601 to 1000	1 (0.96) (100.00)	-	1 (0.45) (100.00)
10.	Above Rs.1000	1 (0.96) (100.00)	-	1 (0.45) (100.00)
	Total:	104 (100.00) (47.27)	116 (100.00) (52.73)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.
all satisfied in the hotel work. The proportion of satisfied workers in different wage categories seems to be increasing with rise in the wage rate. The proportion of the satisfied

workers seems to have suddenly increased with a rise in the wage rate above Rs.300 per month and has remained stable at that level almost for next three categories (Rs.301 to Rs.400 per month, Rs.401 to Rs.500 per month and Rs.501 to Rs.600 per month) of workers and then jumped to cent per cent. In the wage category of Rs.101 to 200, 60 (75.95 per cent) were not satisfied and only 19 (24.05 per cent) were satisfied. In the range of Rs.201 to 300 wage rate, 38 (57.58 per cent) workers were not satisfied and only 28 (42.42 per cent) were satisfied.

5.17.2 In the range of Rs.301 to 400 wage rate (40, 88.89 per cent), an absolute majority of the hotel workers was satisfied and only 5 (11.11 per cent) were not satisfied.

5.17.3 Among those who get Rs.401 to 500 wage rate, out of them 9 (81.82 per cent) workers were satisfied and 2 (18.18 per cent) were not satisfied. In the range of Rs.501 to 600 wage rate, 6 (85.71 per cent) workers were satisfied and only one (14.29 per cent) was not satisfied.

5.17.4 It is to be noted that from among the hotel workers, earning more than Rs.600 wage rate, 100 per cent were satisfied.

5.17.5 From the above explanation, it is clear that when the wages increase, proportion of satisfied workers also increases.

5.17.6 Among those who are satisfied, the proportion of workers has increased from 18.27 per cent for workers getting wages Rs.101 to 200 per month to 38.46 per cent for workers getting wages Rs.301 to 400 per month and then has dropped down at increasing rate with higher level of wages.

5.18 NATURE OF WORK AND SATISFACTION.

5.18.1 Table 5.13 shows that 24 (60 per cent) of the cooks are satisfied in the hotel work and 16 (40 per cent) are not satisfied. It is to be noted that 100 per cent

TABLE 5.13
NATURE OF WORK AND SATISFACTION.

Sr. No.	Nature of work	Satisfied	Un-satisfied	Total
1.	Cooks	24 (23.08) (60.00)	16 (13.79) (40.00)	40 (18.18) (100.00)
2.	Waiters	40 (38.46) (43.48)	52 (44.83) (56.52)	92 (41.82) (100.00)
3.	Washers & cleaners	12 (11.54) (28.57)	30 (25.86) (71.43)	42 (19.09) (100.00)
4.	Mix Workers	16 (15.38) (53.33)	14 (12.07) (46.67)	30 (13.64) (100.00)
5.	Supplymen	2 (1.92) (33.33)	4 (3.45) (66.67)	6 (2.73) (100.00)
6.	Managers	10 (9.62) (100.00)	-	10 (4.54) (100.00)
	Total:	104 (100.00) (47.27)	116 (100.00) (52.73)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.

managers are satisfied in the hotel work. 16 (53.33 per cent) mix workers are satisfied and 14 (46.67 per cent) are not satisfied.

5.18.2 It is worth observing that highest majority of washers and cleaners (71.43 per cent) is not satisfied and only 12 (28.57 per cent) are satisfied. Even 4 (66.67 per cent) of the supplymen are not satisfied and only 2 (33.33 per cent) are satisfied in the hotel work.

5.18.3 So, it is clear from the above analysis that all the managers are satisfied and cooks are satisfied in larger proportion and then the mix workers. Among different categories of workers, washers and cleaners (71.43 per cent), supplymen (66.67 per cent) and waiters (56.52 per cent) are not satisfied.

5.18.4 So not only the wages but the nature of work also has a bearing upon the psychological satisfaction of the workers. The nature of work performed by the above three categories of workers is tedious, hazardous and exacting.

5.19 SERVICE AND SATISFACTION.

5.19.1 Table 5.14 indicates that there is no relation between the length of service and satisfaction. Those hotel workers who served below 2 years, majority of them 31 (63.27 per cent) are not satisfied and only 18 (36.73 per cent) are satisfied. Those who served 2 to 5 years, 55 (59.78

(59.78 per cent) from them are not satisfied and 37 (40.22 per cent) are satisfied.

TABLE 5.14
SERVICE AND SATISFACTION

Sr. No.	Service	Satisfied	Un-satisfied	Total
1.	Below 2 years.	18 (17.31) (36.73)	31 (26.72) (63.27)	49 (22.27) (100.00)
2.	2 to 5 years	37 (35.58) (40.22)	55 (47.41) (59.78)	92 (41.82) (100.00)
3.	6 to 10 years	33 (31.73) (71.24)	13 (11.21) (28.26)	46 (20.91) (100.00)
4.	11 to 20 years	12 (11.54) (46.15)	14 (12.07) (53.85)	26 (11.82) (100.00)
5.	21 to 30 years	4 (3.84) (66.67)	2 (1.73) (33.33)	6 (2.73) (100.00)
6.	Above 30 years	-	1 (0.86) (100.00)	1 (0.45) (100.00)
	Total:	104 (100.00) (47.27)	116 (100.00) (52.73)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.

5.19.2 But those who served in hotels between 6 to 10 years, largest majority (33, 71.24 per cent) from them are satisfied and only 13 (28.26 per cent) are not satisfied.

5.19.3 However, those who served 11 to 20 years, many of them (14, 53.85 per cent) are not satisfied and those who served 21 to 30 years, many of them (4, 66.67 per cent) are satisfied. And it is to be noted that one old gentleman who served for more than 30 years, he is not satisfied in the hotel work.

5.19.4 From the above analysis, we can say that the satisfaction is not dependent on the length of service.

5.20 EDUCATION AND SATISFACTION.

5.20.1 Table 5.15 also shows that the satisfaction is not dependent on the education; majority of (27, 56.25 per cent) uneducated hotel workers are not satisfied and those who are educated upto the secondary (8 to 10 standard) and higher secondary (11 to 12 standard) level, majority from them also are not satisfied.

5.20.2 However, those who are educated upto the primary level, many of them (58.14 per cent) from 1 to 4 standard and 50 per cent from 5 to 7 standard are satisfied.

5.20.3 And those who are highest educated (undergraduate) among hotel workers, majority (60 per cent) from them are satisfied and 40 per cent are not satisfied.

TABLE 5.15
EDUCATION AND SATISFACTION

Sr. No.	Education	Satisfied	Un-satisfied	Total
1.	Uneducated	21 (20.19) (43.75)	27 (23.28) (56.25)	48 (21.82) (100.00)
2.	1 to 4 Standard	25 (24.04) (58.14)	18 (15.52) (41.86)	43 (19.55) (100.00)
3.	5 to 7 Standard	30 (28.85) (50.00)	30 (25.86) (50.00)	60 (27.27) (100.00)
4.	8 to 10 Standard	(23) (22.12) (39.66)	35 (30.17) (60.34)	58 (26.36) (100.00)
5.	11 to 12 Standard	2 (1.92) (33.33)	4 (3.45) (66.67)	6 (2.73) (100.00)
6.	Undergraduate	3 (2.88) (60.00)	2 (1.72) (40.00)	5 (2.27) (100.00)
	Total:	104 (100.00) (47.27)	116 (100.00) (52.73)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.

5.21 WORKING HOURS AND SATISFACTION.

5.21.1 It is clear from Table 5.16 that those who work more than 8 hours, many of them are not satisfied and those who work 8 and below 8 hours, many of them are satisfied.

5.21.2 Out of those 74 hotel workers who work 8 hours a day, out of them 55 (74.32 per cent) are satisfied and only 19 (25.68 per cent) are not satisfied. After that

TABLE 5.16
WORKING HOURS AND SATISFACTION

Sr. No.	Working hours	Satisfied	Un-satisfied	Total
1.	Below 8 hours	8 (7.69) (53.33)	7 (6.03) (46.67)	15 (6.82) (100.00)
2.	8 hours.	55 (52.88) (74.32)	19 (16.38) (25.68)	74 (33.64) (100.00)
3.	8 to 10 hours	16 (15.39) (41.03)	23 (19.83) (58.97)	39 (17.73) (100.00)
4.	10 to 12, hours	13 (12.50) (44.83)	16 (13.79) (55.17)	29 (13.18) (100.00)
5.	12 to 14 hours	10 (9.62) (23.26)	33 (28.45) (76.74)	43 (19.54) (100.00)
6.	Above 14 hours.	2 (1.92) (10.00)	18 (15.52) (90.00)	20 (9.09) (100.00)
	Total:	104 (100.00) (47.27)	116 (100.00) (52.73)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.

those who work less than 8 hours a day out of them majority (8, 53.33 per cent) of workers are satisfied and 7 (46.67 per cent) are not.

5.21.3 From among the 39 workers who work 8 to 10 hours, out of them majority (23, 58.97 per cent) of workers are not satisfied and only 16 (41.03 per cent) are satisfied. 16 (55.17 per cent) workers from 29 who work 10 to 12 hours a day are not satisfied and 13 (44.83 per cent) are satisfied.

5.21.4 It is to be noted that those who work above 12 hours, in their case, proportion of the unsatisfied workers rapidly increases. Among those who work 12 to 14 hours a day (33, 76.74 per cent) higher majority of workers from them are not satisfied and only 10 (23.26 per cent) are satisfied. And it is really surprising to note that those (20, 9.09 per cent) hotel workers who work more than 14 hours in a day, the highest majority 18 (90 per cent) from them are not satisfied and very few, i.e. only 2 (10 per cent) are satisfied.

5.22 AGE AND SATISFACTION.

5.22.1 Table 5.17 tells that there is no relation between the age of the hotel worker and satisfaction.

5.22.2 57.14 per cent child labourers are not satisfied and 42.86 per cent are satisfied. Out of 74 workers who are between 16 to 21 years of age, 49 (66.22 per cent) hotel workers are not satisfied and 25 (33.78 per cent) are satisfied.

5.22.3 However, among the workers who are between 22 to 30 years age, 60 per cent from them are satisfied and 40 per cent are not.

5.22.4 Among the workers between 31 to 45 years of age, 19 (55.88 per cent) are not satisfied and 15 (44.12 per cent) are satisfied. However, from those who are between 46 to 55 years of age, 62.50 per cent from them are satisfied and 37.50 per cent are not.

TABLE 5.17
AGE AND SATISFACTION.

Sr. No.	Age	Satisfied	Un-satisfied	Total
1.	Below 15 years	9 (8.65) (42.86)	12 (10.34) (57.14)	21 (9.55) (100.00)
2.	16 to 21 years	25 (24.04) (33.78)	49 (42.24) (66.22)	74 (33.64) (100.00)
3.	22 to 30 years	48 (46.16) (60.00)	32 (27.59) (40.00)	80 (36.36) (100.00)
4.	31 to 45 years	15 (14.42) (44.12)	19 (16.38) (55.88)	34 (15.45) (100.00)
5.	46 to 55 years	5 (4.81) (62.50)	3 (2.59) (37.50)	8 (3.64) (100.00)
6.	56 to 65 years	2 (1.92) (100.00)	-	2 (0.91) (100.00)
7.	Above 65 years		1 (0.86) (100.00)	1 (0.45) (100.00)
	Total:	104 (100.00) (47.27)	116 (100.00) (52.73)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.

5.22.5 Under the sample survey study, it is found that among the workers of 56 to 65 years age, cent per cent are satisfied and it is to be noted that one old worker who is above 65 years of age (100.00 per cent) is not satisfied.



5.23 CASTE AND SATISFACTION.

5.23.1 In the Indian social and economic system, hotel workers have no status and so many of the hotel workers are not satisfied.

TABLE 5.18
CASTE AND SATISFACTION.

Sr. No.	Caste	Satisfied	Un-satisfied	Total
1.	Marathas	60 (57.69) (47.24)	67 (57.76) (52.76)	127 (57.72) (100.00)
2.	Brahmins	5 (4.81) (50.00)	5 (4.31) (50.00)	10 (4.55) (100.00)
3.	Lingayats	5 (4.81) (50.00)	5 (4.31) (50.00)	10 (4.55) (100.00)
4.	Backward Castes	12 (11.54) (54.55)	10 (8.62) (45.45)	22 (10.00) (100.00)
5.	Muslims	10 (9.61) (66.67)	5 (4.31) (33.33)	15 (6.82) (100.00)
6.	Others	12 (11.54) (33.33)	24 (20.69) (66.67)	36 (16.36) (100.00)
	Total:	104 (100.00) (47.27)	116 (100.00) (52.73)	220 (100.00) (100.00)

NOTE: Figures in upper parentheses indicate percentages in column and figures in lower parentheses indicate percentages in row.

5.23.2 It is clear from Table 5.18 that 67 (52.76 per cent) Maratha workers are not satisfied in hotel work and 60 (47.24 per cent) are satisfied. 24 (66.67 per cent) of other caste workers are not satisfied and only 12 (33.33 per cent) are satisfied.

5.23.3 50 per cent Brahmin and Lingayat hotel workers are not satisfied and 50 per cent are satisfied.

5.23.4 But it is to be noted that 10 (66.67 per cent) Muslim hotel workers are satisfied and only 5 (33.33 per cent) are not. 12 (54.55 per cent) of backward caste workers are satisfied in the hotel work and 10 (45.45 per cent) are not.

5.23.5 So, it is clear from the data that only majority of Muslim and Backward Caste workers are satisfied in the hotel work and majority of other castes workers are not satisfied.

5.23.6 From the above analysis, we can say that the wages, nature of work and workinghours, are the factors that have an effect on the satisfaction and other factors are negligible. Economic and working condition factors are important and non-economic, i.e. sociological factors, have very negligible effect on satisfaction.