
CHAPTER II

FRAMEWORK OF THE STUDY

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CHAPTER II

FRAMEWORK OF THE STUDY

2.1.1 Kolhapur, the capital city of the former princely State of Karveer, is a fast developing town even today. Entire Kolhapur district has rich black cotton soil, has seven rivers flowing through it making agriculture a prospective occupation. Agro-based industries have also made a good headway with eleven sugar factories and four spinning mills functioning in the district. Kolhapur town is proud of having 1300 and odd engineering workshops and plastic, detergent, electric, petrochemical units, a number of educational, technical, medical as well as general institutions, hospitals and what not. It is also an important centre of pilgrimage commonly known as "*Dakshin Kashi*". It is the principal centre of trade and commerce. Thus, a number of persons come down to Kolhapur.

2.1.2 Kolhapur is a major town on Pune-Bangalore as well as on Pune-Ratnagiri roads. Buses, trucks, light commercial and passenger vehicles and cars plying up and down take a halt and rest at Kolhapur.

2.1.3 All this atmosphere is very conducive to the development of the hotel industry in Kolhapur and it has developed so.

2.1.4 Presence of Britishers in the days of the Princely rule has cultivated the habits of soft-drinks,

ice-creams and variety foods among the local population of Kolhapur and a number of cold-drink houses have sprung up in the town. Plenty of sugar cane has facilitated setting up of sugar cane juice centres; firstly during the season and now almost the year round. Hotelling and dining out is an inseparable part of the urban culture. A number of new eating places serving a variety of dishes of western and eastern foods have studded this town. Thus, we find in Kolhapur that out of need as also out of habit, the hotel industry is growing in all its aspects.

2.1.5 Development of the hotel industry has brought prosperity to many. However, the worker class, the mainstay of this service industry, seems to have been deprived of its share of this prosperity. Hotel owners, by virtue of the ownership and wealth have risen on the ladder of social status, but the hotel workers on whose sacrifice they have benefitted are experiencing dubious social recognition. It is worthwhile a topic to investigate the economic, social and psychological conditions of the hotel workers in Kolhapur. There has hardly been any study of such kind undertaken in this part, that increases the need and urgency of this survey. And that is for this endeavour has been ventured upon.

2.2 OBJECTIVES OF THE STUDY.

2.2.1 It is a study of economic, social and psychological conditions of the hotel workers in Kolhapur. This

town being a growing district town as all other district towns, socio-economic conditions of hotel workers in most of the district towns are not likely to be very different from that of the hotel workers in Kolhapur. Therefore, this study is a path-finding survey. The suggestions, based on the conclusions made at the end are thus helpful in redressing most of the grievances of the small hotel workers in Maharashtra. This section of labour force has remained neglected by all, the proprietors, customers, the government and the society also.

2.2.2 The study has the following objectives:-

- 1) To trace the social, linguistic, ethnic and economic origins of the hotel workers. It also discusses the spatial and occupational mobility of these workers.
- 2) To study the methods of recruitment, systems of wage payment, nature of work and use of the residual amount by the workers.
- 3) To analyse the proportion and condition of child labour, sex ratio, age factor, urban-rural ratio, educational level, marital status, migration trend of the hotel workers.
- 4) To discuss the working conditions of the workers particularly the working hours, weekly holidays, leave, sickness and other benefits, satisfaction level of the workers, treatment received by the

workers at the hands of the management and the customers and the residential accomodation.

- 5) To study the nature, extent and level of workers participation in labour movement; and
- 6) To discuss the problems of these workers and the ways suggested by them to solve these problems.

2.3 THE UNIVERSE.

2.3.1 To begin with, the term 'Hotel' is defined so as to avoid ambiguity and problems arising therefrom. Hotel is defined as "an immovable place where different varieties of food, hot as well as cold drinks are sold and served to be consumed at the place". Naturally, movable hawker *thelas* are excluded from the study; they are seasonal in character and usually are run by owner himself where no employees are engaged. Residential hotel or lodging houses do not form a part of this survey because they do not fit into the above definition.

2.3.2 On 1st April 1987, there were in all 698 hotels registered in Kolhapur with the Municipal Shop Inspector. For the purpose of the present study, all these hotels are classified into seven categories, viz. (1) Dining Halls, (2) Restaurants, (3) Tea-Stalls, (4) Hotel-cum-Permit Rooms and Beer-Bars, (5) Cold Drink Houses, (6) Sugar Cane Juice Stalls, and (7) Other Hotels.

2.3.3 These categories of hotels are not completely

different from one another. However, to make the sample as representative as possible, they are categorised as above. This has enabled us to select the workers from all the categories of the hotels.

2.3.4 Kolhapur is divided for administrative purposes into five Wards by the Municipal Corporation. The number of different categories of hotels in each of these five Wards is given in Table 2.1.

TABLE 2.1
NUMBER OF HOTELS

Sr. No.	Hotel Categories	Wards					Total
		A	B	C	D	E	
1.	Dining Halls	28	33	106	22	115	304
2.	Restaurants	24	15	38	10	84	171
3.	Tea Stalls	15	10	11	5	17	58
4.	Hotel-cum-Permit Room and Beer-Bar	1	3	3	1	6	14
5.	Cold Drink Houses	16	13	32	8	42	111
6.	Sugarcane Juice Stalls	9	6	-	-	8	23
7.	Other Hotels	2	3	2	3	7	17
	Total:	95	83	192	49	279	698

The Table indicates that 'A' ward has 95 (13.61 per cent) of total 698 hotels, 'B' ward 83 (11.89 per cent), 'C' ward 192 (27.5 per cent), 'D' ward 49 (7.02 per cent) and there are 279 (39.97 per cent) hotels in 'E' ward. 'E' ward has maximum number of hotels because the trading centre of Shahupuri, Branches of Banks, commercial houses, offices of transport companies, main S.T. stand and railway

station are situated in this Ward. 'D' ward being mainly the residential ward has the least number of such establishments.

2.3.5 Among all the hotles, the number of dining halls is maximum (304, 43.55 per cent) to be followed by the restaurants (171, 24.50 per cent). There are 111 (15.90 per cent) cold drink houses and 58 (8.31 per cent) tea stalls. Permanent sugar cane juice centres number 23 (3.3 per cent) and other hotels 17 (2.44 per cent) and there are 14 (2 per cent) hotel-cum-permit rooms and beer bars in the town.

2.3.6 Among various hotel establishments in 'A' ward, the number of dining halls is maximum (28, 29.47 per cent). It has 24 (25.26 per cent) restaurants, 16 (16.84 per cent) cold drink houses and 15 (15.78 per cent) tea stalls.

2.3.7 In 'B' ward, the maximum number is of dining halls (33, 39.76 per cent) and that of restaurants is 15 (18.07 per cent). The number of cold drink houses is 13 (15.66 per cent) and of the tea stalls is 10 (12.05 per cent).

2.3.8 There are 106 (55.21 per cent) dining halls and 38 (19.79 per cent) restaurants in 'C' ward. This ward has 32 (16.67 per cent) cold drink houses and 11 (5.73 per cent) tea stalls.

2.3.9 'D' ward has only 22 (44.9 per cent) dining

halls, 10 (20.41 per cent) restaurants and 8 (16.33 per cent) cold drink houses.

2.3.10 Maximum Number of establishments are in 'E' ward with 115 (41.26 per cent) dining halls, 84 (30.10 per cent) restaurants. This Ward has comparatively less number of other hotel establishments as there are only 17 (6.09 per cent) tea stalls and 42 (15.05 per cent) cold drink houses.

2.3.11 Total number of workers in each type of hotel establishment is given in Table 2.2. There are in all 2780 workers in these 698 establishments giving an average of 3.98 workers per hotel. It indicates that the average size of a hotel is very small. It can be made out from the number of employees because the hotel industry is a labour intensive industry. The average workforce in a hotel-cum-permit room and beer bar is 7.71, in a dining hall it is 4.93 and that in restaurants it is 4.57. These three types of establishments employ a workforce larger than the average.

TABLE 2.2
HOTEL WORKERS.

Sr. No.	Hotel Categories	Number of Hotels	Registered Workers
1.	Dining Halls	304	1499
2.	Restaurants	171	783
3.	Tea Stalls	58	144
4.	Hotel-cum-Permit Room and Beer-Bar	14	108
5.	Cold Drink Houses	111	154
6.	Sugar Cane Juice Stalls	23	30
7.	Other Hotels	17	62
	Total:	<u>698</u>	<u>2780</u>

while other hotels employ an average 3.64 workers, tea stalls 2.48, cold drink houses 1.39 and sugar cane juice centres 1.3. They have an employment below the average 3.98 workers.

2.3.12 Each hotel establishment employs different types of workers. For the purpose of the present study, they have been classified into six categories as below:

- 1) Cook,
- 2) Waiter,
- 3) Washer & Cleaner,
- 4) Mix Worker,
- 5) Supplyman,
- 6) Manager.

2.3.13 Each of the above types of hotel establishments are further classified according to the registered number of labourers employed. Tables 2.3 to 2.9 give a break up of the seven types of establishments according to the number of workers employed.

2.4 THE SAMPLE.

2.4.1 The study adopts Double Stratified Random Sampling Method with 10 per cent sample for selecting hotels, workers from which are interviewed. As explained in the preceding section, hotels are first stratified according to the type of food or beverage supplied and/or served. Then the hotels from each such category are classified according to the number of labourers employed.

TABLE 2.3
LIST OF THE DINING HALLS.

Sr. No.	Registered Workers	A	B	C	D	E	Total
1.	0	1	4	19	3	12	39
2.	1.	1	5	6	6	11	29
3.	2	3	5	16	1	16	41
4.	3	6	2	7	3	11	29
5.	4	5	6	15	3	11	40
6.	5	3	3	10	1	17	34
7.	6 to 8	4	4	20	3	16	47
8.	9 to 12	3	4	7	1	12	27
9.	13 to 20	1	-	6	1	6	14
10.	21 to 30	1	-	-	-	-	1
11.	31 to 40	-	-	-	-	2	2
12.	Above 40	-	-	-	-	1	1
	Total	28	33	106	22	115	304

TABLE 2.4
LIST OF THE RESTAURANTS.

Sr. No.	Registered Workers	A	B	C	D	E	Total
1.	0	3	3	7	2	8	23
2.	1	4	2	2	1	13	22
3.	2	4	3	5	1	9	22
4.	3	3	3	-	2	12	20
5.	4	5	-	4	1	13	23
6.	5	1	-	6	1	9	17
7.	6 to 8	4	2	4	2	7	19
8.	9 to 12	-	-	9	-	5	14
9.	13 to 20	1	2	1	-	4	8
10.	21 to 30	-	-	-	-	2	2
11.	31 to 40	-	-	-	-	1	1
	Total	25	15	38	10	83	171

TABLE 2.5
LIST OF TEA STALLS.

Sr. No.	Registered Workers	A	B	C	D	E	Total
1.	0	2	4	4	1	5	16
2.	1	3	1	-	1	3	8
3.	2	2	2	3	-	2	9
4.	3	5	2	-	1	3	11
5.	4	1	-	1	1	2	5
6.	5	1	-	1	1	-	3
7.	6 to 8	1	1	-	-	1	3
8.	9 to 12	-	-	1	-	1	2
9.	13 to 20	-	-	1	-	-	1
	Total	15	10	11	5	17	58

TABLE 2.6
LIST OF HOTEL-CUM-PERMIT ROOMS & BEER BARS.

Sr. No.	Registered Workers	A	B	C	D	E	Total
1.	0	-	-	-	-	-	-
2.	1	-	-	-	1	-	1
3.	2	1	1	-	-	1	3
4.	3	-	-	-	-	-	-
5.	4	-	-	-	-	-	-
6.	5	1	1	1	-	-	2
7.	6 to 8	-	-	1	-	2	3
8.	9 to 12	-	-	1	-	2	3
9.	13 to 20	-	1	-	-	-	1
10.	21 to 30	-	-	-	-	1	1
	Total	1	3	3	1	6	14

TABLE 2.7
LIST OF COLD DRINK HOUSES.

Sr. No.	Registered Workers	A	B	C	D	E	Total
1.	0	4	5	15	3	16	44
2.	1	8	4	4	4	12	32
3.	2	3	1	7	-	6	17
4.	3	-	1	2	-	1	4
5.	4	-	1	1	1	2	5
6.	5	-	1	-	-	1	2
7.	6 to 8	1	-	2	-	4	7
	Total	16	13	32	8	42	111

TABLE 2.8
LIST OF SUGAR CANE JUICE CENTRES.

Sr. No.	Registered Workers	A	B	C	D	E	Total
1.	0	5	3	-	-	3	11
2.	1	2	2	-	-	1	5
3.	2	2	1	-	-	4	7
	Total	9	9	-	-	8	23

TABLE 2.9
LIST OF OTHER HOTELS.

Sr. No.	Registered Workers	A	B	C	D	E	Total
1.	0	1	1	1	-	1	4
2.	1	-	-	1	1	2	4
3.	2	-	1	-	-	-	1
4.	3	-	-	-	1	1	2
5.	4	1	-	-	-	-	1
6.	5	-	-	-	-	1	1
7.	6 to 8	-	1	-	-	1	2
8.	9 to 12	-	-	-	1	-	1
9.	13 to 20	-	-	-	-	1	1
	Total	2	3	2	3	7	17

2.4.2 Then dining halls employing no worker in each of the five wards are arranged alphabetically according to their names. Further the dining halls employing one labourer, two labourers and so employing more labourers are arranged alphabetically. The same way, restaurants, tea-stalls, hotel-cum-permit rooms and beer bars, cold drink houses, sugar cane juice centres and other hotels in each individual ward are also arranged alphabetically in each category of workers employed as registered.

2.4.3 Having prepared an exhaustive list of all types of hotel establishments in each of the Wards employing different number of labourers, hotels from each such category are picked up for the survey, employing sample survey method. Adoption of census method would have definitely made our survey much broad-based, but the constraints of time, money and energy did not permit the researcher to do so.

2.4.4 The hotels actually selected for survey are selected by employing lottery method and 10 per cent sample. Chits with 1 to 10 numbers written on them were mixed and one chit was taken to determine the chronological number of hotel selected for survey. The first chit so picked up bore number '2' and therefore the enlisted dining halls bearing numbers 2,12,22,32,42, etc. were chosen.

2.4.5 On second draw, the chit with the number '8' was picked up and the the restaurants with numbers 8,18,28,

38,48 were selected. In the third draw, the chit that was taken out also had number '8', so tea stalls in the alphabetical list bearing numbers 8,18,28,38,48 were selected. The chit that was picked up thereafter had number '10' on it. So, hotels-cum-permit rooms and bear bars bearing numbers 10,20,30,40, etc. were ticked for survey.

2.4.6 The fifth draw chit had number '4' on it. So cold drink houses at serial numbers 4,14,24,34, etc. were chosen for the survey. Sugar cane juice centres with serial numbers 3,13,23, etc. were ticked for visits because the chit taken out in lottery had number '3' on it.

2.4.7 The chit drawn for selecting other hotels had number '10' on it; but there being only 17 other hotels in all and as two establishments of this category were to be selected, one more chit was taken. It had number '5' on it. So hotels in this category with serial numbers 10 and 15 were chosen.

2.4.8 Tables 2.10 to 2.16 give the details of the various categories of hotels actually chosen for the survey.

2.4.9 Table 2.10 shows that out of 39 dining halls, 4 dining halls are selected in sample where no worker is registered. Out of 29 dining halls, 3 dining halls were selected in the sample where one worker is registered and in this way, out of 304 dining halls, 31 dining halls are selected in the sample.

TABLE 2.10
SAMPLING OF THE DINING HALLS.

Sr. No.	No. of workers	Total Hotels in the Universe.	Hotels selected in Sample.
1.	0	39	4
2.	1	29	3
3.	2	41	4
4.	3	29	3
5.	4	40	4
6.	5	34	3
7.	6 to 8	47	5
8.	9 to 12	27	3
9.	13 to 20	14	1
10.	21 to 30	1	-
11.	31 to 40	2	1
12.	Above 40	1	-
	Total:	304	31

2.4.10 Table 2.11 shows that out of 171 restaurants, 17 restaurants are selected in the sample.

2.4.11 Table 2.12 shows that out of 58 tea stalls, 6 tea stalls are selected in the sample.

2.4.12 Table 2.13 shows that out of 14 hotel-cum-permit rooms and beer bars, one hotel is selected in the sample.

TABLE 2.11
SAMPLING OF THE RESTAURANTS.

Sr. No.	No. of Workers	Total Restaurants in the Universe	Restaurants selected in sample.
1.	0	23	2
2.	1	22	2
3.	2	22	2
4.	3	20	2
5.	4	23	2
6.	5	17	2
7.	6 to 8	19	2
8.	9 to 12	14	2
9.	13 to 20	8	1
10.	21 to 30	2	-
11.	31 to 40	1	-
	Total:	171	17

TABLE 2.12
SAMPLING OF THE TEA STALLS.

Sr. No.	No. of Workers	Total Tea Stalls in the Universe.	Tea Stalls selected in sample.
1.	0	16	1
2.	1	8	1
3.	2	9	1
4.	3	11	1
5.	4	5	1
6.	5	3	-
7.	6 to 8	3	-
8.	9 to 12	2	1
9.	13 to 20	1	-
	Total:	58	6

TABLE 2.13
 SAMPLING OF THE HOTEL-cum-PERMIT ROOMS
 AND BEER BARS.

Sr. No.	No. of Workers	Total Hotels in the Universe.	Hotels selected in the sample.
1.	0	-	-
2.	1	1	-
3.	2	3	-
4.	3	-	-
5.	4	-	-
6.	5	2	-
7.	6 to 8	3	-
8.	9 to 12	3	1
9.	13 to 20	1	-
10.	21 to 30	1	-
	Total	14	1

TABLE 2.14
 SAMPLING OF THE COLD DRINK HOUSES.

Sr. No.	No. of Workers	Total Cold Drink Houses in the Universe.	Cold Drink Houses selected in the Sample.
1.	0	44	5
2.	1	32	3
3.	2	17	1
4.	3	4	1
5.	4	5	-
6.	5	2	-
7.	6 to 8	7	1
	Total:	111	11

TABLE 2.15

SAMPLING OF THE SUGAR CANE JUICE CENTRES.

Sr. No.	No. of Workers	Total Sugar Cane Juice Centres in the Universe.	Sugar Cane Juice Centres selected in the sample.
1.	0	11	1
2.	1	5	1
3.	2	7	1
	Total:	23	3

TABLE 2.16

SAMPLING OF THE OTHER HOTELS.

Sr. No.	No. of Workers	Total Hotels in the Universe.	Hotels selected in the sample.
1.	0	4	--
2.	1	4	-
3.	2	1	1
4.	3	2	-
5.	4	1	-
6.	5	1	-
7.	6 to 8	2	-
8.	9 to 12	1	1
9.	13 to 20	1	-
	Total:	17	2

2.4.13 Table 2.14 shows that out of 111 cold drink houses, 11 cold drink houses are selected in the sample.

2.4.14 Tables 2.15 and 2.16 show that out of 23 sugar cane juice centres, 3 juice centres are selected and out of 17 other hotels, 2 hotels are selected in the sample.

In this way, out of total 698 hotels, 71 hotels are selected in the sample. Out of 71 hotels selected in the sample, only 21 hotels were such where registered workers and actual workers were the same. In the 22 hotels, actual workers were more than the registered workers and in 27 hotels, actual workers were fewer than the registered workers. It can be seen from the above Tables that 13 hotels having no registered workers also included in the survey. This was done because on observation, it was found that these 13 hotels employed 11 workers. Out of these, 4 hotels were such as where one worker was employed in each hotel, in two hotels, two workers were employed in each, and three workers were employed in one hotel. The remaining six hotels having no worker employed were not included in the survey.

2.5 QUESTIONNAIRE.

2.5.1 Considering the objectives of the study, its scope and nature, we prepared an interview schedule in the form of a questionnaire. While preparing the questionnaire, the level of literacy of the hotel workers was also taken into consideration and the questionnaire contained direct, simple and short questions. Specimens of these questionnaires are given in Appendix.

2.5.2 The questionnaire is divided into four parts. The first part contains general information of the respondent like name, age, educational achievements, native place,

mother tongue, number of family members, sex, father's occupation, etc. The second part included questions about the financial aspect of the survey, like wages, expenditure on self, use of residual amount, house as well as landed property owned, questions on the social and psychological conditions were included in the third section of the questionnaire - marital status, treatment received from employer and customers, satisfaction derived from employment, promotion, etc. The final and fourth part of the questionnaire asked the respondents their various problems and the ways they could suggest to solve those problems.

2.6 COLLECTION OF DATA.

2.6.1 The questionnaire was personally canvassed and the answers given by the respondents were recorded in the presence of the worker. The owner and/or manager of the hotel was first given the information about the study and was convinced of its academic character. We had to convince the worker respondents also. Some hotel owners/managers permitted to interview the workers freely; while some insisted that the interview be taken in the presence. Most of them (owner/manager as well as workers) requested not to reveal their names. In some places, inspite of the assurance of the employer/manager to the worker to give the information freely, the workers were found to be responding under pressure of fear.

2.6.2 In one hotel, the owner of the establishment, in whose presence the interview was being conducted snatched the half-filled questionnaire from me and tore it into pieces thinking that the true information given by the respondent worker may land him legally in difficult situation. He also refused permission to interview other workers from his hotel and thus we were obliged to interview labourers from other hotel of similar category.

2.6.3 Besides replies of the respondents, general observations regarding work schedule, work process, work site, residence were also recorded and are used at appropriate places.

2.7 TABULATION AND INTERPRETATION.

2.7.1 The treasure of the data so collected has been tabulated considering the objectives of the study. The Tables are so framed that various aspects of the life of the hotel workers can be presented in the form of a chronological picture. Different variables are so co-related with each other that the inside story can be unveiled.

2.7.2 The Tables so prepared are presented in different Chapters and with the help of percentages, the phenomena are analysed, discussed and appropriate conclusions are drawn.