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CHAPTER VII

CONCLUSIONS

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7.1.1. In earlier four Chapters, a detailed analysis of the various aspects of the life of hotel workers in Kolhapur has been presented. Now, it is the time to put together the conclusions that have been drawn at the end of various sections of the preceding Chapters and on the basis of these conclusions put forth a few realistic, pragmatic suggestions to improve their lot.

7.1.2. The Chapter is divided into two sections: the first covering the conclusions and the second putting forth the suggestions.

C O N C L U S I O N S

7.2.1 Hotel workers in Kolhapure are drawn from five major religions, viz. Hindu, Muslim, Buddha, Jain and Christian. There has been quite a good percentage of child (10.00 per cent) and old (1.36 per cent) labourers. Almost 60.00 per cent of them work for more than eight hours a day. Most of them are unmarried males. 22.00 per cent of them are uneducated and 47.00 per cent have just primary education. Persons from long distances of Kerala and Madhya Pradesh have come to this vocation. Majority of them have entered in this service early before 21 years of their age. Agriculture is the main parental occupation from which a majority of hotel workers are drawn.

7.2.2            70.00 per cent of the hotel workers in Kolhapur are paid to salary less than Rs.300 per month. As per rules, nobody in hotel should get less than Rs.637.50 per month. By that standard, only two persons from a sample of 220 are paid according to legal provisions. Such is the extent of exploitation. Wages depend upon the nature of work. There is no system of annual increments to the workers. There seems to be no relation between experience, education, hours of work, age, caste of the worker.

7.2.3            Out of this small income, hotel workers spend still little on themselves. With higher level of education proportion of workers has concentrated on middle expenditure bracket. 85.00 per cent of these workers remit remaining amount to their families and 18.00 per cent save something. Education upto a particular level has relationship with sending money home and saving.

7.3.1            There is no systematic procedure of recruitment of workers in hotels in Kolhapur. Almost all the workers have to work inordinately long time. However, among them, waiters have to work still longer. They appear to be the mainstay of the industry. Lower age group of workers work comparatively for longer hours every day. A few of them have to perform duties outside their schedule of assignment. Most of them get weekly holiday. Hotel workers seldom stick to one establishment, turnover appears to be quite larger. 78.00 per cent of them reside in hotels only. One of the hotel workers in Kolhapur receive good treatment from proprietors and customers. Treatment received by workers is a posi-

-tive function of level of education, age and ethnic background.

7.3.2 47.00 per cent of hotel workers were satisfied in their work. Satisfaction appears to be positively related to wages, nature of work, age of the workers; however, negatively related to level of education, years of service, working hours and has no relationship with the caste of the workers.

7.4.1 Majority of hotel workers in Kolhapur receive good treatment from the community. Treatment from the society is positively related to the nature of work, level of wages and level of education.

7.4.2 Majority of hotel workers have some habits, many have multiple habits. Habits are positively related to the nature of work, wage level, age of the worker and unfortunately, even with the level of education. But no definite relation could be established between caste of the workers and their habits.

7.4.3 Most of the workers would like their grievances redressed. However, a majority of them express to settle the issue amicably and only a few would be ready to struggle or strike. Harder ways are positively related to the nature of work and negatively to wages, level of education, age and have no relation to the caste of the worker.

7.5.1 The upshot of this discussion is that this neglected section of our society is ground to the bone and needs a more sympathetic treatment from the society.

### SUGGESTIONS

#### MEASURES TO REDRESS THE GRIEVANCES OF HOTEL WORKERS.

7.6.1 Various problems discussed in detail earlier Chapters and concluded above are genuine in nature and difficult to resolve. Some of them are independent; some are inter-dependent and some fortify others. As a result, the measures that will have to be thought of must take these dimensions of the problems into consideration.

7.6.2 Moreover, it must be conceded that the hotel workers are scattered in small groups in heterogenous categories. They are educationally less equipped. Their participation in solving the problems is likely to be, therefore, minimal. The capacity of small hotels to bear the financial burden is very limited because of their small size and the indifference on the part of the hotel owners.

7.6.3 Considering such diagonally opposite aspects, viz. urgency of solutions and paucity of funds, following few pragmatic measures may be put forth for consideration of appropriate authorities.

(1) The minimum wages rules be scrupulously enforced. This is the mainstay of the measures because most of the problems of hotel workers stem from low wages.

If it is found suitable, the wages may be enhanced step-by-step to reach the desired level.

- (2) The legal provisions enacted by the law in themselves are satisfactory to serve their purpose. However, they are very poorly and inefficiently implemented. Section 32 of the Shops and Establishments Act 1948 seems to be kept in the cold-storage. Connivance of the officers responsible to implement this Section of the Act must be, to a large extent, responsible. Otherwise, the hotel-keepers dare not violate the Rules of the law. No legal action seems to have been taken against the defaulters.
- (3) The Housing Board should allot as many tenements as possible from industrial tenements constructed by them to the hotel workers. Hotel is also an industry. The problems arising from residence in hotel may disappear as a result of this.
- (4) As regards hours of work, the treatment given to the hotel workers is so inhuman as to doubt the existence of any provision of control the same. Sections 21(1) and 63(2) are observed by not obeying them. Will any authority take upon itself to check the non-implementation of these provisions because they are not a crime against hotel workers only but against the entire humanity.
- (5) Provident Fund, Gratuity and Pension Schemes be introduced for this section of the working population.

- (6) Group Insurance Scheme should be introduced for the hotel workers working in small hotels.

7.6.4 These measures, though construed from the conclusions based on the micro-level study of hotel workers in Kolhapur, are applicable to such classes of workers in metropolis, cities and towns because their problems at different places are of similar nature with changed degree of gravity. The social and political workers in general and trade union leaders in particular should use all forces at their command to do justice to this age-long neglected section of the society.