

GENDER WORKFORCE DIVERSITY IN HOSPITALITY INDUSTRY FOOD PRODUCTION DEPARTMENT

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Abstract:

It is need to understand and manage the the Workforce Diversity of Gender professionals The issue women gender diversity is common in most parts of the Hospitality Industry. This regularly comes when women are employee part of today's workforce. As they are the backbone of country economy. A total 38 men and women food production professional participated in this exploratory research. There are several hypothesis related to age, gender, profession tested with ANNOVA and Z test by using SPPS. Result of the study indicates that gender pay and gender bias is a big issue for many people in the workplace. Regardless of similar issue laws and other laws that have been created to address these issues, Women are still far behind men in pay. Although not all causes of gender pay gaps can be changed, resolutions should be evaluated.

Keywords: *Workforce, Diversity, Gender, Organization, Employee Retention, Gender Turnover*

Introduction:

Diversity management is an important concept that is worldwide applied the workplace. Previously, countries could claim to be ethnically centered in their approach by gaining homosexual membership at work in a style of equality. If you just look at a typical American soap, it speaks of burgers, a college ledge lifestyle, the stereotype of American heroes, and so on. This means that stereotypes give the impression of what a society is and how it can be different from others or so-called. The rest of the world. This image is not a success today, especially when one speaks of a globalized concept that has evolved since the 1990s and is widely accepted in all communities around the world today. Marshall McLuhan spoke of the pace of communications in a global village in the 1960s and its ability to read, disseminate, and respond quickly to global news (McLuhan, n.d.), while management authors such as Ohma (1999) commented that trading without fear is the best. A world without borders with opportunities. These ideas better illustrate today's workspace with its high level of diversity. It involves people of all races, first and foremost, combining their efforts to reach the corporate corporate goals of the country. People can then be of different genders; Male

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and female, where they contribute more than before with and without role differences in their organization. Next comes the age factor. The Hospitality Industry is also like a family with different family members. They work together and contribute to the well-being of their firm.

In diversity management, one can also come across physically handicapped or handicapped workers. Although they face a lot of discrimination because of their physical problem, they have more rights and opportunities to work nowadays. Involving them in the working community proves to be beneficial for both them and the business. One can also talk about social class differences that are widely overcome but can vary significantly in different cultures. Movement in the classroom can also explain how diversity can address organizational issues. Then comes the foreign employee. There are two trends that are recognizable. First, a large number of people from the developing world migrated to rich countries who were their former settlers. Second, top executives are moving to sell their managerial skills in developing countries. Foreign employees can also advance the issue of cultural diversity and tolerance. Excerpt-timers are to be considered in diversity management. When the economy is facing dire difficulties, new forms of employment emerge and play an important role in participating. Their expertise and contribution play a major role in overcoming the work problem through their diversity.

(Gender Equality Rights Dr.S.B Sawant & Amar Chavan Model 1.1)

In the above diagram the gender equality plays a vital role in the Gender Issue in Workplace Diversity because these rights have to be given as well as to feminine employee.

Literature Review:

(Kestwal, 2017) Author contends that According to WTTM- World Travel & Tourism Council by 2021 there are 300 million job opportunities in the hospitality industry so we can imagine there is the scope for the women employee profession .Now a days women's professing is leading the hospitality industry beat in Front office Desk ,Housekeeping ,Food production are ,Food and beverage service

Thus women's professing in food production department are increasing but due to gender diversification they are facing lot of challenges like

- I. Women's cannot work late night at work
- II. Work hours cannot be extended for female employees
- III. Heavy lifting in kitchen cannot be done by female employees
- IV. As food production Department is always use in communication slang language which hurts to the female employees
- V. as well as due to house hold work they get tired very easily in working hours
- VI. As family member looking for kids and fulfilling of the family needs will also make down slow in their work professional

(Judy et al., 1997) Author contends that workforce 2000 is credited with diversity craze to increase in diversity workforce. Many hoteliers are argued that nontraditional workers are not qualified merely different qualified in hospitality Organizations. That's why in most of the hotel industry in the food production department we saw the male gender is prioritized in the food production department.

(Je et al.) Author contends that that gap between gender equality in food production dept rhetoric and practice and put focus on underlying structure and culture problems in hospitality industry food production department

(LaPan et al., 2021) Author contends that the primary focus on education, literacy, community will always give 2nd priority to womens as the bread umer will be mens that's why through the community always the gender mens is the first priority for education as well as literacy.

(Garcia-Ramon et al., 1995) Author contends that the changing role for the womens in new economic activity in food production dept. Women's perceptions of the built and natural environments are changing in response to these activities.

(Russen et al., 2021) Author contends that the results indicated female role models, organizational structure, and organizational support as antecedents, while financial performance, business growth, and human resource outcomes were consequences. The resource advantage theory is proposed as an explanation for each of these relationships.

(Parker et al., 2017) Researcher Author contends that about four-in-ten working women (42%) in the India say they have faced discrimination on the job because of their gender. They report a broad array of personal experiences, ranging from earning less than male counterparts for doing the same job to being passed over for important assignments, according to a new analysis of Pew Research Center survey data.

(LaPan et al., 2021) Author contends that modern tourism research centers on the tourist as a leisure consumer, workers are frequently overlooked. Despite a recent uptick in attention to tourism work, the primary focus remains on employee's skills and qualifications. In contrast, the key contextual factors of race, ethnicity, and gender that surround tourism work are seldom examined. This comparative study addresses the theme of traditional gender roles, particularly in patriarchal societies, and how they affect tourism work. Free-listing exercises were used to elicit residents' perceptions of employment as it relates to gender in their community and cultural consensus analysis was used to analyze the data. Results show that neither community shares consensus on jobs for women and only one community shares consensus on men's jobs. Results suggest that tourism disrupts cultural norms related to gender roles; yet this may not always benefit women.

(Dr. Kumudha A.*, 2018) This paper describes about the employee's workforce diversity in terms of culture, age, gender, ethnicity, racial background and training in terms of its need, development and effectiveness. This study reveals when the organization has a good training for practicing workforce diversity, employees will enjoy all the positive benefits such as motivation, knowledge and skill transfer, creativity and better decision making. Hence employees are enhances the organization's growth. If workforce diversity and training is not handled correctly, the diverse workforce will badly effect organization growth. This research also aims to see the "how workforce diversity (cultural, age, gender, ethnicity), employee training and development influences on employee's performance in their workplace", in which Workforce Diversity, Training and Development consider as independent whereas dependent variable 'Employee Performance'.

(Manoharan et al., 2021) Author contends that the links between strategic diversity statements, diversity management practices, and external recognition of diversity using the theoretical lenses of the resource-based view (RBV) and institutional theory organizations that "walk the talk" and institute both diversity statements and practices were more likely to gain external recognition. This study

provides timely and practical recommendations for hospitality firms to integrate diversity statements with diversity practices, a process that may lead to external recognition and thus to favorable outcomes.

(Madera et al., 2013) Author contend that few studies have focused on managers' perceived diversity climate and how their perceived diversity climate has an impact on their work experience, which is a significant gap in the literature. The results showed that managers who perceived a positive diversity climate also reported less role ambiguity and role conflict, but more job satisfaction. Role ambiguity and role conflict mediated the relationship between perceived diversity climate and job satisfaction

(Pinar et al., 2011) Author contend that exploring the potential relationships between gender and several demographic factors, and (b) examining the possible existence of a gender effect regarding employees' perceptions of recruitment and earning potential decisions.

(Y. Li et al., 2020) Author contends that nts who hold stronger heteronormative beliefs are more likely to discriminate against effeminate hotel employees when evaluating the service they provided. This effect persists for the social conservatism of the participants. The study also identified a joint effect of social conservatism and political exclusion. Without tapping into sexual orientation

(García-Rodríguez et al., 2020) Author contends that employees' perceptions of diversity management have a positive and significant direct effect on job satisfaction. In addition, an indirect effect through employees' organizational commitment was found. Results support the moderating role of age, but not of ethnic origin or gender on the proposed mediation. From a managerial perspective, hoteliers should be encouraged to consider diversity management when they plan their human resource policies due to its positive effects on employees' job satisfaction and organizational commitment.

Rationale of the Study:

The issue women gender diversity is common in most parts of the Hospitality Industry. This regularly comes when women are employee part of today's workforce. This is a sea change that has been seen worldwide by the images taken by the media and the activities carried out by women today. This research is to find out the issue of gender with a different focus on women in the hospitality Industry in the Food Production Department. Not so long ago, we pictured as the breadwinner with Dad, Everyone knew about the mother as a housewife and a caring mother. In the early part of modern history, women were subject to minimal roles and influence at work. This has clearly changed over time and women are now at the forefront of organizations; there are some leading roles to play in Hospitality Industry in Food Production Department

Objective:

- To Study the Gender Workforce Diversity in Luxurious Hotels in Pune City.
- To Study the impact of Age Group professional in Food Production Department.
- To Study the Educational factors effects on Food Production Department Professional.

Methodology:

Exploratory study aimed to find out the Gender Diversity Factors on Food Production Department Professional

The Age has Three Levels: 23 – 35 Years (Young Age)

36 – 45 Years (Middle Age)

46 – 55 Years (Professional)

The Sample:

The sample is randomly chosen from Luxurious Hotels from Pune City. 16 no's of sample chosen from 5 star categories Luxurious Hotels. 14 from 4 Stars category hotels, 7 from 3 star category hotels in Pune city.

Tools for Data Collection:

The data was collected through E- Questionnaire with Open Minded; Close Minded with Demographic Profile. Linkert Scale is being used to measure the data.

Cranach's Alpha (0.90) & Validity of Scale is 0.92

Tools for Data Analysis:

ANOVA & z test were applied to derive results

Analysis & Interpretation

In the view of the objective the following Null Hypothesis were framed.

H₀₁ - There is no gender workforce diversity in Food Production Department.

H₀₂ - There is no Age Group impact on Food Production Professional.

H₀₃ - There is no Education factors affected on Food production department.

Table 1.2 Depicts that age has gender has an impact on age group of food production professionals $P > 0.05$ (0.14) which shows that H₀₁ is accepted. Age group has impact on Gender Professional as $P > .05$ which shows that H₀₂ is Accepted. Age and Education have an interactive effect on Gender as $P > .05$ which shows that H₀₃ is Accepted

To test the significance of the difference between the means of the cells, the data was further treated with 'z' test with following null hypothesis:

H₀₄ There is no significance difference between, Has too few employee & Has too many right number of employees in Food Production Department.

H₀₅ There is no significance difference between married & single status.

H₀₆ There is no significance difference between organization turnovers between 11% to 16%

H₀₇ There is no significance difference between employee retention issues

H₀₈ There is no significance difference employee retention reasons

H₀₉ There is no significance difference between how likely or unlikely for organization to increase the workforce in the next six months

H₁₀ There is no significance difference between food production dept. needs .Do you agree or disagree the needs of your Food Production Dept. are met by current staff.

H₁₁ There is no significance difference between clear standards as to the skills needed to perform the work being done.

H₁₂ There is no significance differences between new sets of skills are needed to food production dept.

H₁₃ There is no significance difference between how long you been employed in present organization

Details of Significance Results

- H₀₄ Null hypothesis is rejected. There exist significance difference between Has to few employee & Has too many employee (Z= 60.0, P<0.5) Has to few employee are higher on Has too many employee (mean =1.57) than the Has to few employee (24.68)
- H₀₅ Null hypothesis is rejected. There exist significance difference between Married & Single Status (Z= 77, P<0.5) Married & Single Status (mean =2.02) than the Has to few employee (24.68)
- H₀₆ Null hypothesis is rejected. There exist significance difference between Organization Turnover 11 % to 16% (Z= 120, P<0.5) Organization Turnover 11 % to 16% (mean =3.15) than the organization employee turnover 16% (24.68)
- H₀₇ Null hypothesis is rejected. There exist significance difference between Employee rettion issue (Z= 162, P<0.5) Employee rettion reasons (mean =4.26) than the Employee rettion issue (24.68)
- H₀₈ Null hypothesis is rejected. There exist significance difference between Employee rettion reasons (Z= 88, P<0.5) Employee rettion reasons (mean =2.31) than the Employee rettion reasons (24.68)
- H₀₉ Null hypothesis is rejected. There exist significance difference between how likely or unlikely for organization to increase the workforce in the next six months (Z= 92, P<0.5) between how likely or unlikely for organization to increase the workforce in the next six months (mean =2.42) than the organization workforce in the next six month (24.68)
- H₁₀ Null hypothesis is rejected. There exist significance difference between food production dept. needs .Do you agree or disagree the needs of your Food Production Dept. are met by current staff. (Z= 86, P<0.5) between food production dept. needs .Do you agree or disagree the needs of your Food Production Dept. are met by current staff. (mean =2.26) than the needs of your Food Production Dept. are met by current staff. (24.68)
- H₁₁ Null hypothesis is rejected. There exist significance difference clear standards as to the skills needed to perform the work being done.(Z= 96, P<0.5) clear standards as to the skills needed to perform the work being done. (mean =2.52) than the clear standards as to the skills needed to perform the work being done. (24.68)
- H₁₂ Null hypothesis is rejected. There exist significance difference between new sets of skills are needed to food production dept. (Z= 53, P<0.5) new sets of skills are needed to food production dept. (mean =1.39) than the new sets of skills are needed to food production dept.(24.68)
- H₀₇ Null hypothesis is rejected. There exist significance difference between how long you been employed in present organization (Z= 100, P<0.5) how long you been employed in present organization (mean =2.63) than the tenure in organization (24.68)

Discussion

Result indicates that age has no impact on workforce Diversity factor Workplace gender bias

Inadvertent bias can affect workplaces and organizations. It can lead to unsatisfactory decision-making and irrelevant discrimination. This kind of bias can cause huge delays in creating an authentic diversified and holistic work environment. It has also been established that such bias affects tides and

biennials. This hinders women in equal opportunities in selecting and advancing to a high-level management or leadership position (Agarwal, 2018).

Significant evidence suggests that gender-based discrimination is frequent in the work environment and has a strong influence on employment and hiring decisions. This is seen in the recognition of gender roles in the workplace and the employer's exceptional expectations of gender roles (Eagle, 2014). Often the rules for hiring companies are very lenient and they do not have to answer for their decisions (Power & Grave, 2010). This not only makes sexism possible, but creates a constant problem in the workplace.

Equal Pay Act of 1963

Currently half of the employees are made up of women. Also, in a huge percentage of American families with children, they are the main provider. When the Equal Pay Act was passed in 1963, it was required that men and women be given equal pay for equal work in the same industry. Comes (why, 2019). Discrimination against women in the workplace decreased once the act was passed, but it was not excluded. Although the act was established to bridge the gender pay gap that continues today, the issue has not gone away because men are still paid more than women in the workplace.

Women and Wage Gap Issue

In many ways the position of women among American employees is strengthened. They have benefited from workforce involvement, wages, and access to more lucrative positions over the past decades. According to Parker, even with this, there is gender inequality in the workplace. Parker also stated that women who work in an environment with more men than women have a different experience than women who work or have an equal mix of men and women (Parker, 2018).

The issue of wages in men and women is a very problematic issue that occurs all over the world. According to research, it will take 108 years to close the gender gap (World, 2008) The World Economic Forum illustrates that the United States ranks 65th in wage equality among the 142 countries listed in the report. Listed are some countries that provide equal opportunities to women, but receives the lowest rank in equal pay. In many countries not all women are paid less than men, but most people still have a large pay gap. Women and men do the same job except for other factors such as education, years of experience or performance that make up the pay gap. Equal pay between women and men is important in today's economy.

Despite the passage of the Equal Pay Act a century ago, studies show that women now make 80 cents for every rupees earned by men while both work full time. Gender gap is a problem for all women, it is a more detrimental issue for ethnic-minority women (Luther, 2019). This figure is significantly lower for African Americans, Native Americans, and Hispanics and Latinos. The Equal Pay Act mandates that employers pay men and women equally for equal work. This includes the same pay, but is not limited to pay, overtime, bonuses, benefits and training. The same function does not have to be the same, but the same (why, 2019).

In some states the wage gap is smaller than in others, making it seem as if the wage gap has a geographical perspective. Women in various parts of the world see the largest wage period in the country. These include states such as Utah, Alabama, and Louisiana. As a result, states such as Latu, New York, California, and Florida have lower wage gaps (Luther, 2019).

Reasons for wage gap

(Parker et al., 2017) Many factors have created a pay gap between men and women. This is a major gender role in the pay gap. A woman spends most of her time being a wife and mother and has not been part of the staff for very long. When playing the role of wife and / or mother, men were the providers of the home. The women who did not fill any of these roles were teachers, goats and maids as well as others Working for a low wage as a low-paying job. Men were not made suitable for this position. It will be a few years before women become part of the workforce and get jobs that are only considered for men. A report by the Women's Policy Research Institute states that at the current rate that women's wages are consolidating compared to men, it will be 2224 before Hispanic women are paid the same as men and 2119 for black women to receive equal pay

Findings and discussion

(Indian Ministry of labour -Gaon Connection, 2021) Although awareness of the existence of gender pay gap has increased, there are many reasons why it continues to persist. Women are paid less even when men are qualified for the same job. In particular, jobs that are primarily done by women pay less than jobs that are primarily done by men. There are numerous explanations as to why the pay gap between men and women still exists today. Women occasionally leave employees when work is handled according to gender norms. Certain research contributes that there is a pay gap for this reason. In 2021, Indian employees completed 151 million full-time and part-time jobs. Provided. This number is 70.7 percent men and 29.3 percent women (Ministry of labor India 2021). Since men have dominated employees for so many years, race norms have centered on them. Job location and occupation is another reason for the pay gap. The occupation that men and women pursue is determined by the principal in a college lodge. While jobs such as Chef, teacher, administrative duties and nurses are likely to be chosen by women, men often prefer management, computer science, economics, finance and engineering. Jobs chosen by men are usually higher paid and controlled by gender.

The Labour Minister also pointed out that the impact was evident in 27 per cent of the establishments, "however the silver lining was that 81 per cent of the workers received full wages during the lock-down period (March 25–June 30, 2020)." Labour survey shows a decline in women's share in workforce in the last 8 years (Indian Ministry of labour -Gaon Connection, 2021) <https://en.gaonconnection.com/labour-survey-women-workers-bhupender-yadav-health-education-econmic-survey/>

Conclusion

Research says there is a significant problem with gender bias when it comes to promotions and positions between men and women. Scholarly study of gender pay gap and positional bias is much needed. There is a need to examine the interrelationships that exist in the areas of equality, fairness, retention and social justice. These are areas that concern society because laws have already been passed to ensure that everyone is treated equally. Current Outcomes try to identify the causes and consequences of gender bias and pay attention to the differences between men and women in the workplace today. Research confirmed that gender pay and gender bias is a big issue for many people in the workplace. Regardless of similar issue laws and other laws that have been created to address these issues, Women are still far behind men in pay. Although not all causes of gender pay gaps can be changed, resolutions

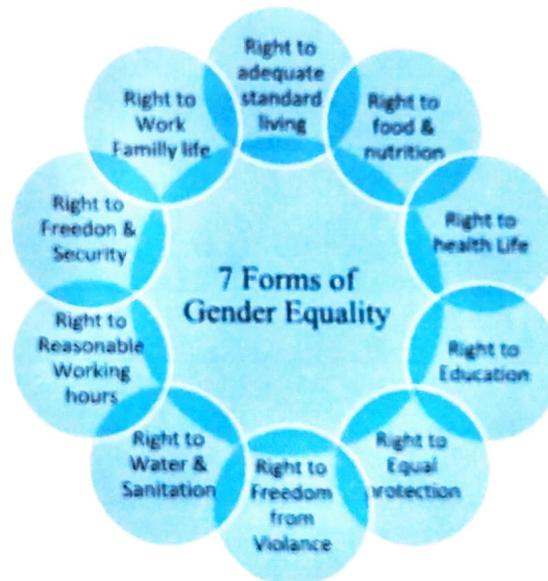
should be evaluated. Thoughts should be given full consideration to the tricks needed to help correct the issues. Some strategies are suggested to help reduce the pay gap between men and women.

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(Gender Equality Rights Dr.S B Sawant & Amar Chavan Model 1.1)

Table 1.1 ANOVA Summary 1.2

| Sources | Sum of Squire | degree of freedom | Mean Squire | F | Sig. |
|-----------|---------------|-------------------|-------------|----------|------|
| Gender | 47 | 1.51 | 1.23 | 1.236842 | 0.14 |
| Age Group | 61 | 1.39 | 1.60 | 1.605263 | 0.25 |
| Education | 85 | 1.00 | 2.23 | 2.236842 | 0.44 |

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