

THE UGC MINOR RESEARCH PROJECT

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Title of the project

**Socio Economic Study of Hotel and Restaurant Workers in
Dakshina Kannada District**

Principal Investigator

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EXECUTIVE SUMMARY

Hotel industry is one of the leading industry and has a vast potential of employment. From the study of available literature, it appears that so far this industry has not attracted the, attention of social scientists. It is observed that in medium and small sized hotels the workers have neither service rules nor have adequate remuneration for their labour. Hotels and Restaurants play a major role in providing employment in Dakshina Kannada District. The present study is conducted on the unorganized hotel and restaurant workers in Dakshina Kannada.. The aim of this study is to make available information relating to the socio economic aspects of the unorganized hotel and restaurant workers working hotels and restaurants in Dakshina Kannada district of Karnataka State. For the purpose of the present study Hotels and Restaurants are those small establishments which employ less than ten workers and provide vegetarian and non vegetarian food.

The specific objectives of the present study are

1. To study the nature and structure of hotels and restaurants operating in Dakshina Kannada District
2. To determine the extent of the level of their job satisfaction of hotel and restaurant workers
3. To ascertain the workers level of income and education.
4. To describe the working condition of hotel workers employed in hotels and restaurants in Dakshina Kannada District
5. To investigate the problems of the hotel workers in Dakshina Kannada District.
6. To suggest welfare measures based on the findings

The study is purely exploratory and descriptive in nature. A sample survey has been conducted using a well structured questionnaire designed to extract the socio economic information of the sample hotel workers.

Major Findings:

- Highest percentage of workers belong to the age group between 25 years and 35 years. It is observed that 67.77 % of the total respondents belong to rural areas, 21.77 % belong to semi urban areas and the remaining belong to the urban area.
- The Billavas are a large number employed in the hotel and the next comes bunts. SC/ST are also employed to the extent of 13.33%.
- About 27% of the respondents' parents occupation is agriculture and about 42% the respondents' parents were agricultural labourers
- 40.44% of the total workers work for 11 to 12 hours per day. It is observed that nearly 58 % of the respondents joined hotel services due to poor economic conditions. 26.66% of the respondents revealed that they had to join the hotel as they were not good in studies.
- It is important and curious to note that 91.67% of SC/STs worked as cleaners in the hotels. Because of their caste status SC/STs are not accepted as cooks as well as suppliers and they are given at the maximum cleaning jobs.
- The data reveals that 75.11% of respondents are dissatisfied with their jobs. When asked regarding the monotonous nature of the work, 78% of the respondents felt that the hotel work is monotonous and it lacks creativity. 63.11% of the respondents were dissatisfied with the wages.
- Social security measures are not adequately covered.

Suggestions and conclusion

- Though the Unorganised Workers' Social Security Act, 2008 provides for social security measures, it appears that there is no awareness among employers as well as the employees. Therefore it is suggested to create awareness among employers regarding the social security benefits to be given to the workers.
- Minimum wages should be applicable to unorganized hotel and restaurant workers.
- Working hours should be regulated for these workers and if the workers work more than the stipulated hours overtime wages should be paid to the workers

This study made an attempt to know socio economic status of hotel and restaurant workers in Dakshina Kannada District. It is clear from the study that hotel employment is chosen due to

poor economic conditions. Unorganised hotel workers are deprived section of the society. The survey revealed that social security measures have not been adequately provided to these workers. There are problems in the proper implementation of these measures. To sum up, organized efforts are necessary for the welfare of unorganised hotel workers.
