



# A STUDY ON ISSUES AND CHALLENGES OF FEMALE EMPLOYEES WITH REFERENCE TO SEXUAL HARASSMENT AT WORKPLACE

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## ABSTRACT

*Employee satisfaction is essential to ensure higher revenues for the organization. No amount of trainings or motivation would help, unless and until individuals develop a feeling of attachment and loyalty towards their organization. Satisfied employees willingly help their fellow workers and cooperate with the organization even during emergency situations. Such employees do not think of leaving their jobs during crisis but work hard together as a single unit to overcome challenges and come out of the situation as soon as possible. Satisfied employees strive as a unit in achieving the organizations goals and objectives. They take pride in representing their respective organizations and work hard to ensure higher revenues for the organization. Several factors play an important role in Job Satisfaction of the employees and sometimes it might be differed to male and female employees like in adverse situations of Sexual harassment in the organisation. The present Study also concentrated on the coordination and cooperation among the female employees and at the same time from male employees to eradicate the said issue and the problem in workplace. A Sample of 50 female employees selected on stratified random basis and survey was conducted as well to identify the main and core issues about the problem.*

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## INTRODUCTION

A few years ago, the #MeToo movement took the world by storm. The movement was instrumental in breaking the time old taboo of victimhood and motivating women around the world to raise voice against unwanted sexual advances. The shared stories of subjugation faced by women, around the world, in a patriarchal, male dominated society formed the basis of this movement. It provided a platform for victims to speak out openly about their ordeals, which in turn helped in increasing awareness about sexual harassment, particularly at workplace. Sexual harassment at workplace is a universal problem in the world whether it be a developed nation or a developing nation like our country India or an underdeveloped nation, atrocities and cruelties against women is common everywhere. In 1997, the Hon'ble Supreme Court of India, in Vishaka and Others Vs. State of Rajasthan and Others<sup>1</sup>("Vishaka Judgment") acknowledged the gravity of sexual harassment of the working women at the workplaces and laid down guidelines making it mandatory for employers to prevent the commission of acts of sexual harassment and to provide the procedures for the resolution, settlement or prosecution of acts of sexual harassment. The guidelines issued by the Hon'ble Supreme Court were treated as law declared by the Hon'ble Supreme Court under Article 141



of the Constitution of India. It was held by the Hon'ble Supreme Court that the guidelines framed by the Supreme Court would be strictly observed in all workplaces for the prevention and enforcement of the right to gender equality of the working women.

With the passage of time, it was felt that guidelines and norms are not sufficient to deal with the incidents of sexual harassment of women at workplaces and a strong piece of legislation is the need of the hour and accordingly the Act was enacted in 2013. The hospitality industry consists of broad category of fields within the service industry that includes lodging, restaurants, event planning, theme parks, transportation, cruise line, and additional fields within the tourism industry. The hospitality industry is a several billion-dollar industries that mostly depends on the availability of leisure time and disposable income. A hospitality unit such as maintains, direct operations (servers, housekeepers, porters, kitchen workers, bartenders, etc.) Management, marketing and human resources. Hospitality industry covers a wide range of organizations offering food service and accommodation. The industry is divided into sectors according to the skill sets required for the work involved. Sectors include accommodation food and beverage, meeting and events, gaming, entertainment and recreation, tourism service, and visitor information. A hotel is an established that provides lodging paid on a short-term basis. The provision of basic accommodation, in times past, consisting only of a room with a bed, a cupboard, a small table and washstand has largely been replaced by rooms with modern facilities, including en-suite bathrooms and air conditioning or climate control. Additional common features found in hotel rooms are a telephone, an alarm clock, a television, a safe, a mini bar with snack foods, drinks, and facilities for making tea and coffee. Luxury features include bathrobes and slippers, a pillow menu, twin-sink vanities, and Jacuzzi bathtubs. Larger hotels may provide additional guest facilities such as a swimming pool, fitness centre, business centre, childcare, conference facilities and social function services. Sexual harassment of women is a global phenomenon prevalent both in developed as well as in developing countries. Cutting across religion, culture, race, caste, class and geographical boundaries it has spread like virus in the society. It, being offensive to human dignity, human rights and gender equality, has emerged as a fundamental crisis the world over. It is a complex issue involving women, their perceptions and behaviour, and the social norms of the society which emerges from gender discriminatory attitudes and is a complex interplay of gender, power and sexuality



## OBJECTIVES OF THE STUDY

- To study and recognize the job satisfaction level among the employees in Hospitality sector at Vishakhapatnam
- To identify the common factors and problems facing by women employees in work area which is impacting the low satisfaction, High stress, and other levels of the employees in Hotel Industry.
- To study the employee's perception towards the problem when it encounters and reactive behaviour of women employees.
- To provide suggestions for the eradication of Sexual harassment by roots and improvement in employee satisfactions levels and hence eventually contribute in the growth of Hotel, Hospitality Industries and organisations.

## REVIEW OF LITERATURE

A review of Literature is very important area of any research to understand the opinion and hypothesis of the issue and the problem. In this connection various articles and books were studied to identify the gaps of the studies and formulate the questionnaire. Bullock (1952) defined job satisfaction as an attitude, which results from balancing and summation of many specific likes dislikes experienced in connection with the job. Smith (1955) defined to job satisfaction as the employee's judgment of how well his job on whole is satisfying his various needs. Locke (1969) defines job satisfaction as the pleasurable or positive emotional state revolving from the appraisal of one's job or job experience. According to Vroom, "job satisfaction is the reaction of the workers against the role they play in their work." Blum and Naylor defined it as "a general attitude of the workers constituted by their approach towards the wages, working conditions, control, promotion related with job, social relations in the work, recognition of talent and some similar variables personal characteristics, and group relations apart from the work life". As per Mc comic and Tiffin "Job satisfaction is the total of the sentiments related with the job conducted. If the worker perceives that is/her values are realized with in the job, she/he improvises a positive attitude towards his/her job and acquires job satisfaction". Bikemaker, J. L. And Lacy, W. B. (1987),<sup>38</sup> "Job Values, Rewards, And Work Conditions As Factors In Job Satisfaction Among Men And Women" Gender differences in job satisfaction are explored utilizing data from the National Opinion Research Centre (NORC) General Social Surveys, 1974–1982. Theoretically, differences in job satisfaction are accounted for by job rewards, job values,



work conditions, and individual attributes. Hodson, R. (1989),<sup>39</sup> “Gender Differences in Job Satisfaction”. This study analyses gender differences in job satisfaction among full-time workers. Why do women report equal or greater job satisfaction than men despite objectively inferior jobs? Analysis reveals few differences between men and women in the determinants of job satisfaction when considering job characteristics, family responsibilities, and personal expectations. Vijayanthimala, K.; Bharati Kumari, K (1997),<sup>44</sup> “Women with multiple roles: perception of psychological factors and marital satisfaction opined in recent years, with the increased pace of urbanization and modernization, Indian women of all social classes have entered professional occupations. While the entry of unmarried women into professional occupations may be relatively less problematic, the case of married working women who have multiple roles to fulfil is different. Susan M. Donohue, John S. Heywood, (2004)<sup>57</sup> "Job satisfaction and gender: an expanded specification from the NLSY", this study Estimates the determinants of job satisfaction for younger US workers. While age representative data from both the USA and Britain routinely show women reporting greater job satisfaction, this is not true for the younger US cohort in National Longitudinal Survey of Youth sample. Finds no gender satisfaction gap but does find that the job satisfaction of women is less sensitive to both actual and comparison earnings than that of men. Gash, V., Mertens, A. And Gordo, L. R. (2012),<sup>80</sup> “The Influence Of Changing Hours Of Work On Women's Life Satisfaction” this research study tests this assumption by measuring the impact of changes in working hours on life satisfaction in two countries (the UK and Germany using the German Socio-Economic Panel and the British Household Panel Survey). Researchers found decreases in working hours bring about positive and significant improvement on well-being for women.

## RESEARCH METHODOLOGY

Questionnaire it is the most used and very dependable source of collecting primary data. It is structured list of questions designed to elicit the desired information from the respondents. These are difficult to design and often require many modifications before an acceptable questionnaire is produced. Questionnaires need to be comprehensive and crisp at the same time in order to get the desired information. In case the informants are largely uneducated and non-responsive data cannot be collected by the mailed questionnaire method. In such cases, schedule method is used to collect data. The Sample for the study was obtained from the various hotels situated in around and Visakhapatnam with help of stratified sample



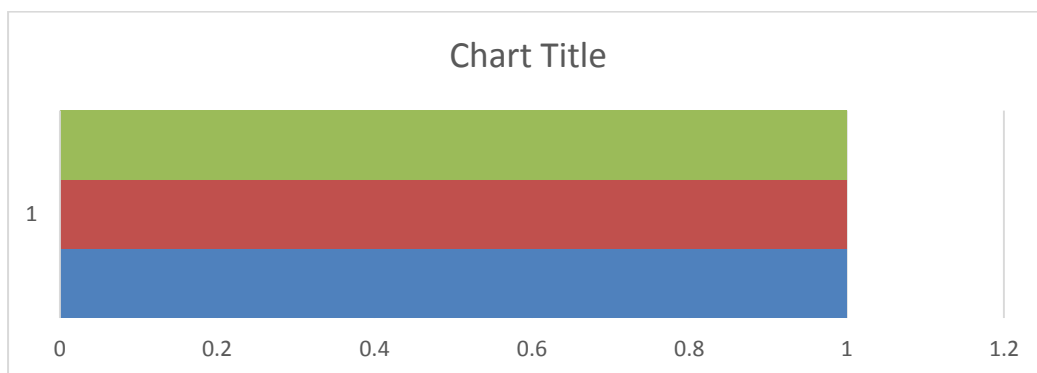
basis maybe it is also one of the reasons some extent the outcomes and results may not be suitable to other places and industries. Here the questionnaires are sent through the enumerators to collect information. Enumerators are persons appointed by the investigator for the purpose. They directly meet the informants with the questionnaire. The present study conducted through schedules and questionnaires and the data was analysed with help of graphical presentations and explanations.

### LIMITATIONS OF THE STUDY

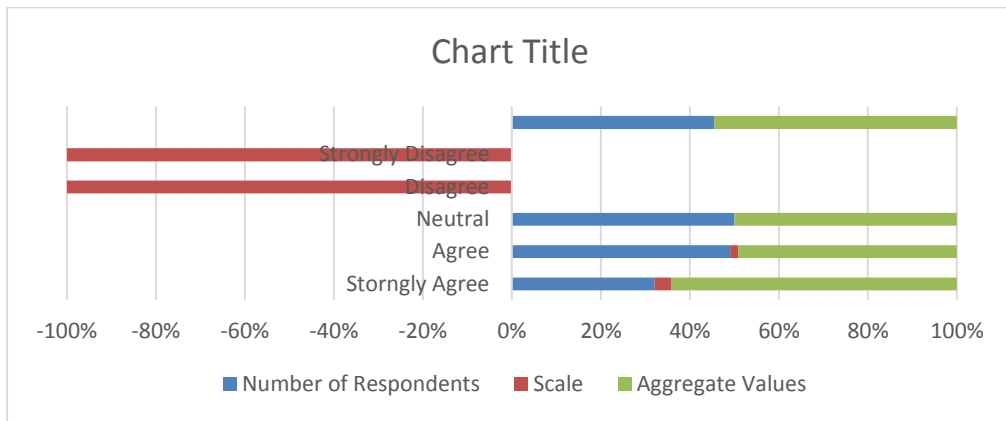
- Due to confidentiality of some information accurate and detailed information was not received from the Hotel members.
- Some of the replies of the respondents may be biased.
- Due to limitation of the time the research could not be made more detailed.
- The sample size was limited due as the employees were very busy during the working hours.
- Some were reluctant to answer some question thinking that might affect their job negatively.
- The suggestions given may not be applicable to the entire Hospitality Industry

### DATA ANALYSIS

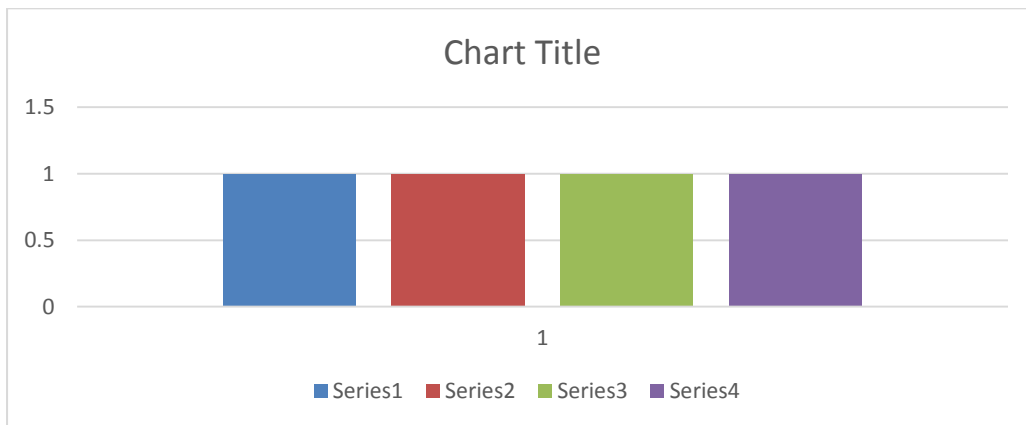
Does Management consider women employees needs and comforts while planning the work schedule?



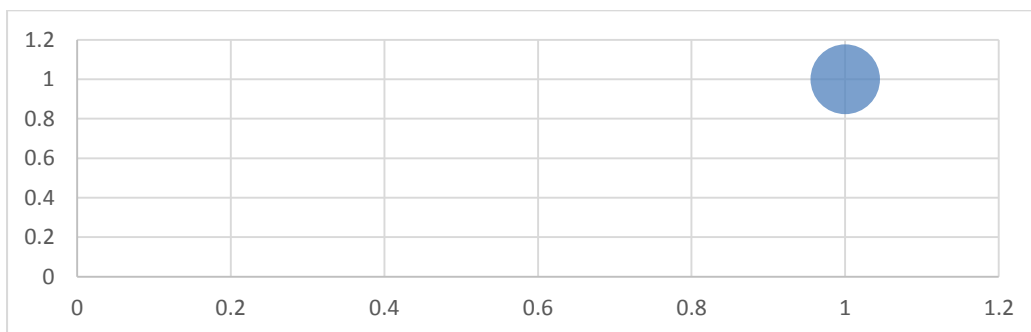
Does the management respond quickly women related issue?



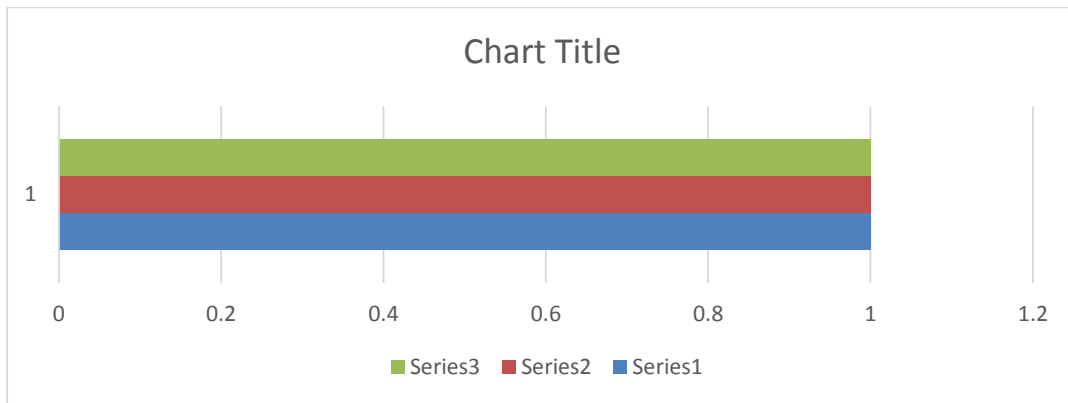
Does Management is open to your ideas and suggestions related with Women employees problems and challenges?



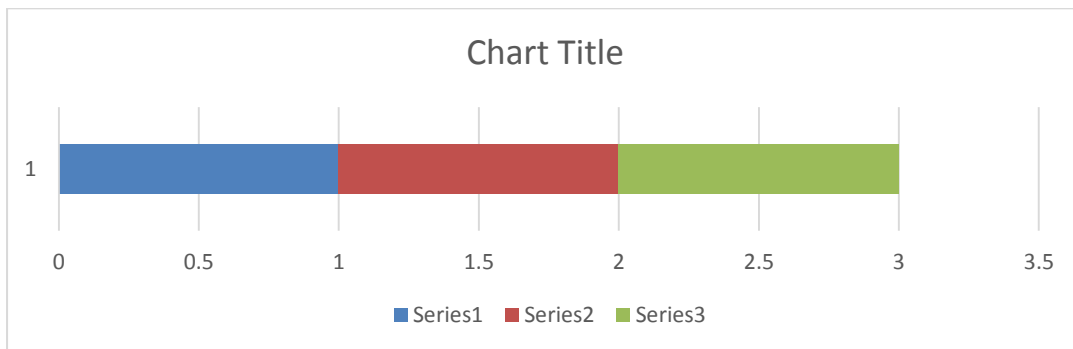
Do you get adequate support and cooperation from Male employees in dealing with Women related and Sexual Harassment issue and challenges?



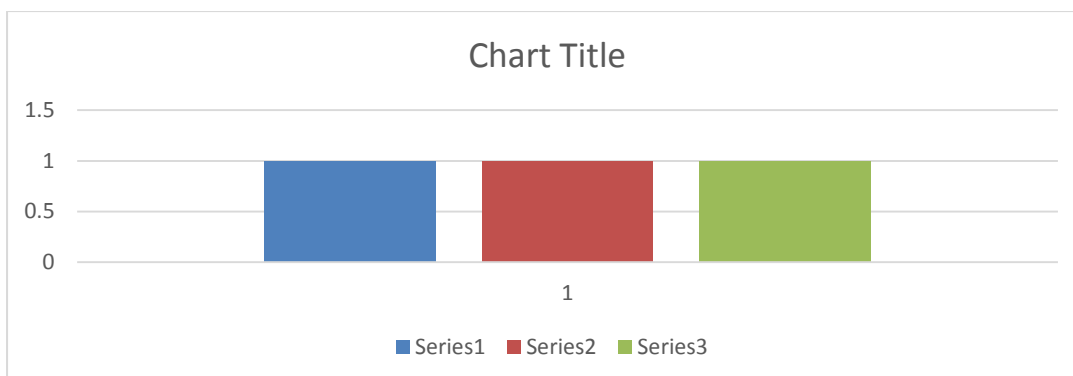
Are you aware of your rights and privileges as per norms of the Government of India and Supreme Court Guidelines regarding with Sexual Harassment?



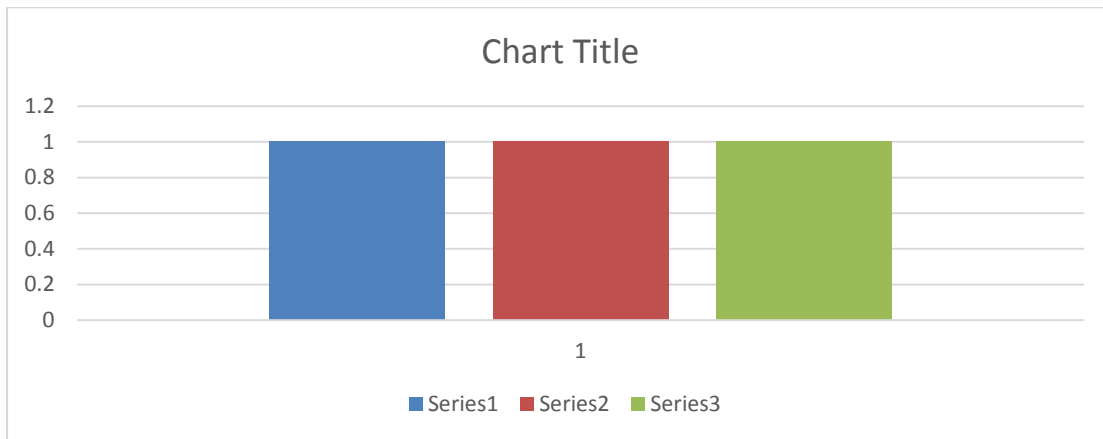
Women employees share among themselves, their internal and external experiences related with Sexual harassment?



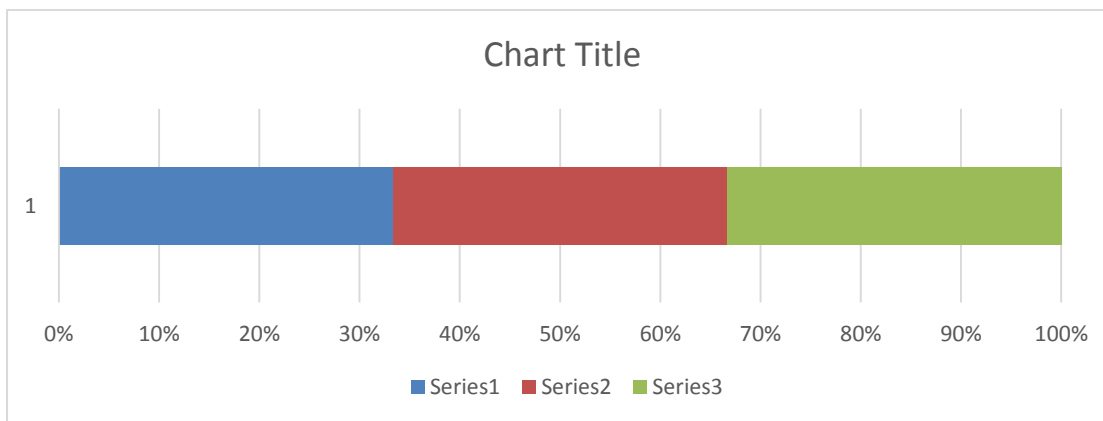
Women employees get equal recognition for their hard work?



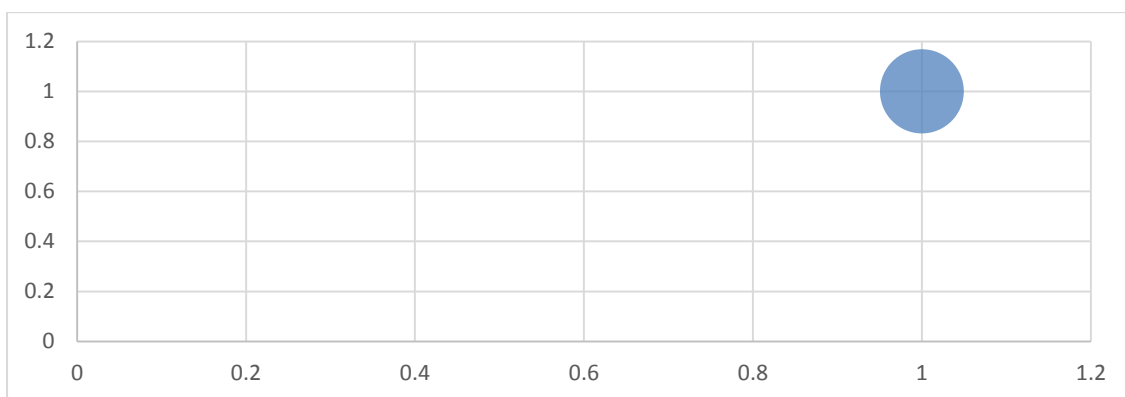
Are you Happy with work environment provided with issue related with Sexual Harassment?



Management seriously willing to put a great deal of effort beyond what is normally expected to handle Sexual Harassment issues and challenges?

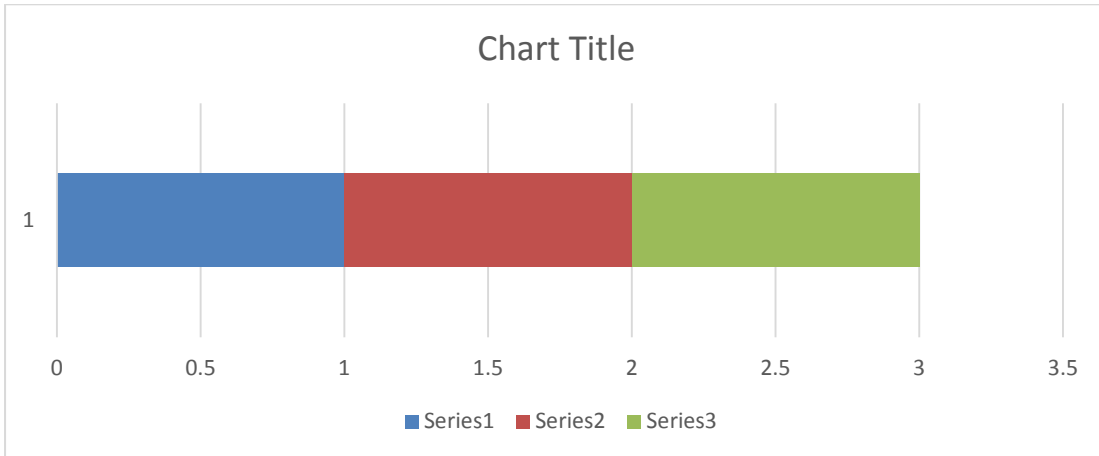


Often, I find it difficult to agree with the Management's policies on Sexual Harassment issues?

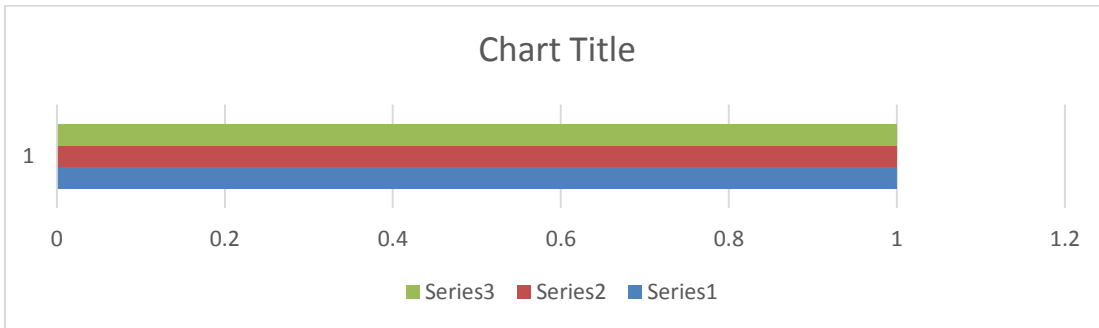


No Discrimination among the gender in payment of Wages and Remunerations?

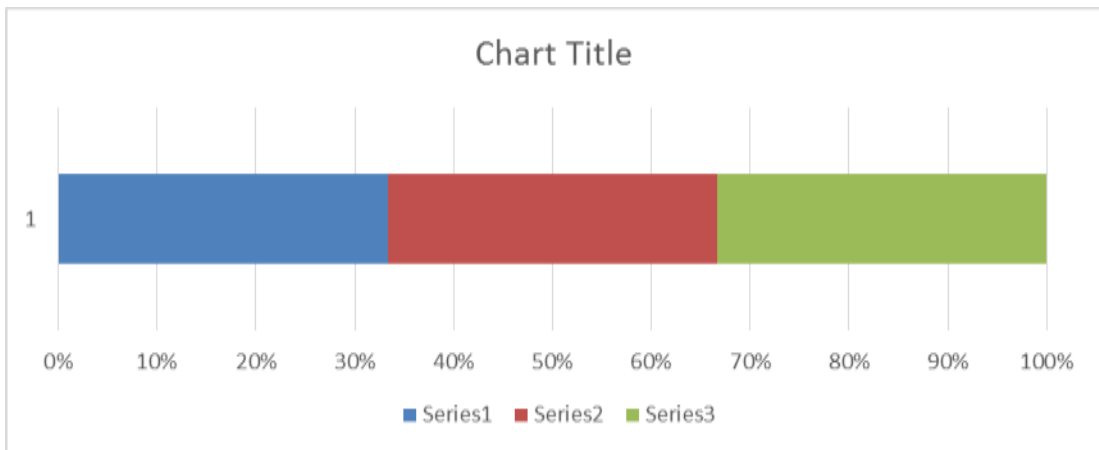




Healthy and Harmonious relations are there with Male colleagues?



In relation with Sexual Harassment often training and Awareness workshops used to be conducted for both the male and female employees?



Often HR Department send messages, updates and communication regarding with Sexual Harassment in general awareness point of view?

The HR department helps women employees to solve their issues related with Sexual Harassment which are in their scope?



Policies related with Sexual Harassment displays in workplace for creating an awareness among the employees.

## **FINDINGS**

In this study of the project on “Job Satisfaction in NVVB” the following points have been noted and found to be existing:

- From the survey it is found that most of the Female employees believe that their managers consider employees needs while planning work schedules.
- Most of the women employees believe that their internal issues are been quickly addressed by the management.
- Majority of the Female employees believe that their ideas and suggestions are valued, and they are given an opportunity to present them.
- The figures from the analysis show that maximum number of Female employees believes that they get adequate support from their seniors and superiors at work.
- Moderate Female employees believe that the hotel’s Sexual harassment policies are for their benefit.
- Most of the female employees positively respond about the interactions and relationships among colleagues.
- Moderate female employees are satisfied with the information they receive about Sexual harassment policies from the HR department.
- Moderate female employees believe that HR department is effectively updating them about new policies and changes related with Sexual harassment.
- Moderate of female employees are happy with the efficiency of the HR department in solving their queries, issues and challenges with Sexual harassment.

## **SUGGESTIONS**

- The hotel needs to take up some initiative in order to earn their employee’s loyalty and to build a sense of ownership among the staff.



- Though there are a lot of employee engagement activities happening in organisations like food festivals, inter-department competitions, fun Fridays, festival celebrations etc. employees have a mixed opinion about these activities. If the respective in-charge can include some interesting elements in these activities, there will surely be an improvement in the feeling of the employees about their workplace and work environment.
- A good number of female employees are not very happy with the work environment available. This can be worked on by including more training and awareness programs.

## CONCLUSION

Legally, workplace sexual harassment can no longer be dismissed as some moral transgression. The Vaisakha Guidelines raised that bar, when for the first time it recognized “each incident of sexual harassment” as a violation of the fundamental right to equality. That notion has found its way into the Act, which promotes the right of women as citizens to a workplace free of sexual harassment. Complaints Committees at all workplaces are now charged with the role to ensure that the right remains intact, through a fair, informed, user-friendly process of redress. Prioritising prevention and establishing a redress mechanism, which comprises of 50 per cent women, a woman chair and an external third-party expert, is India’s innovative model in responding to working women’s experience of sexual harassment. Assuming adequate changes follow, in both law and practice to meet global benchmarks, that model can evolve into an exemplary best practice. To get there, workplaces in India today, must rise to the requirement of promoting gender equality.

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