

Lived- Experiences Of Women In The Hospitality Workforce: An Expansionist Perspective

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Abstract

The study probed women who are employed in the hospitality business regarding their work status as well as their role in the upbringing of their children. In addition to this, it investigated how the expansionist and family system theories are affected by the roles that women play. The research also determined the problems that women experience when it comes to balancing their family and their career responsibilities. In order to figure out the indicated gap, the descriptive method was utilized. According to the findings, the vast majority of the women had at least a bachelor's degree, although having a monthly salary that was far lower than average. The vast majority of them held jobs that were only temporary. It is clear that they accomplished their primary responsibilities in terms of caring for their children, such as taking them to the pediatrician, breastfeeding them, teaching them how to use the toilet, sharing their bed with them, bathing them, and ensuring that they met their nutritional requirements. The expansionist and family system theories both use the scope of women's roles in the family as evidence to support their points of view. On the basis of the findings, it is possible to draw the conclusion that women have rigorous work schedules and require security of tenure in order to be protected in their jobs. They were having trouble striking a balance between the demands of their employment and those of their family, but they continued to fulfill the fundamental responsibilities that were expected of them in the family. Given that the majority of women do not have permanent employment status, it is advised that women evaluate or recalibrate their career goals as bases for following their career trajectory. In light of this recommendation, it is possible that women may review or recalibrate their career plans. In a similar vein, they may be more conscious of their skills and better able to strike a balance between the demands of their work and those of their family.

Keywords: working women, tourism industry, family functions, women's multiple roles, lived-experiences

Introduction

The tourism business is an important source of employment for women all around the world. According to a research that was published in 2013 by the Globe Travel and Tourism Council (WTTC), the travel and tourism industry is directly responsible for the maintenance of over 10.1 million jobs, which accounts for 3.4% of the total employment in the world. One in eleven jobs around the world is directly supported by the travel and tourism industry. The World Trade

Center Council (WTTC) further claimed that these figures are likely to get stronger over the next ten years, with additional 24 million direct jobs in the industry forecasted by the year 2026. According to the findings of recent research that was just released by the World Travel and Tourism Council (WTTC) and Oxford Economics, the travel and tourism industry employs a greater number of young people and women than is reflected in the workforce as a whole. Because it is a sector that relies on

entrepreneurship, it provides women opportunities for self-employment that are less available in other sectors. These opportunities include being their own boss (WTTC, 2015). In 2015, the travel and tourism business in the Philippines was responsible for the maintenance of 1.3 million jobs. It is anticipated that employment opportunities will increase in the tourism industry by 3.1% in 2016, and by 2.4% annually thereafter, reaching 1.65 million by the year 2026. (Inquirer.Net, 2016)

Both the urban and rural areas in the Philippines are seeing a growth in the number of people finding work in the hospitality business. The education of the populace on the advantages and prospects that the sector may present for them as individuals is a driving force behind the expansion of the industry. Because the tourism industry is a primary provider of services, it may be able to offer more employment opportunities to the local population.

The contribution that women make to the economic well-being of their families through their engagement in the tourism labor market is significant. The economic well-being of a family can benefit from the contribution that women make from their incomes toward the payment of household bills and expenses. On the other hand, because tourist jobs focus on customer service and interaction with other people, they require a significant investment of both workers' time and energy. It's possible that a woman's participation in the workforce will change the role she plays in the home. Even if they have jobs, women are still expected to take care of domestic responsibilities for their families, including raising their children, preparing meals, managing household finances, and cleaning the house.

Because jobs in the tourism industry are known for being rewarding yet stressful, and because women are also typically responsible for the wellbeing of their families, it is essential for them

to establish a healthy balance between their professional and personal lives. Propounded by Connell (2019) expansionist theory, having numerous responsibilities can have both beneficial and detrimental effects on a person's life at the same time. Two of the most common and well-known notions within role theory are role overload and role conflict. The feeling of being unable to meet the requirements of all of one's duties as a result of a lack of resources, such as time and energy, is referred to as role overload. As a result, the focus may shift more toward the many roles that women play.

In a similar vein, Bowen's family system theory proposes that the family is a system, and that each member of the family has a role within the system that they should respect. As a consequence of this, it is necessary to take into consideration the family system theory in this investigation to improve the position of women inside the family.

In accordance with Circular Memorandum Order No. 41, Series of 2010, the CHED priority research areas in social science stated that, the National Higher Education Research Agenda (NHERA 2) recommended that one (1) major issue in social science research priority areas is the transition of families and communities. On the other hand, one of the things that the ASU is working on is something called Gender and Development (GAD), which is where this suggested study fits in. The research that is being proposed is extremely pertinent to the development of social institutions as a reaction to shifts in the family, more specifically the position that women currently hold in the hospitality sector and the function that they play within the family. As a result, the CHED and ASU research directions served as inspiration for the design of this study.

In light of the material presented thus far, the researcher devised the idea for this study with the

intention of determining the employment status of women employed in the tourism industry and determining whether or not this status affects the roles that they play in their families. In addition, the findings of the study will serve as the foundation for the development of an extension program that will assist women working in the tourism industry in striking a balance between their roles as employees and as family members.

Statement of the Problem

The study aims to find out the work status and role in the family of the women employed in the selected hospitality establishments in Aklan Province. Specifically, the study attempts to answer the following questions:

1. What is the personal profile of the women in terms of:
 - a. age
 - b. educational background
 - c. number of children
 - d. ages of children
 - e. marital status
2. What is the work status of the women in terms of:
 - a. position in the establishment
 - b. salary
 - c. area of assignment
 - d. duration of duty
 - e. shift schedule
 - f. distance of workplace from the home
 - g. length of work experience
3. What is the role of women in caring for their children and its relevant to expansionist theory
 - a. children's care
 - b. children's schooling
 - c. financial provision
 - d. emotional support

4. What are the challenges which face women with respect to their employment in the hospitality industry in terms of :

- a. family concerns
- b. employment concerns

Research Methodology

This is a descriptive research study that makes use of the survey method. The majority of the information came from a sample of one hundred forty mothers who were employed in the tourism sector in Boracay, Malay, and Aklan. The respondents were located using methodologies that included multiple stages of sampling. The researcher created questionnaires in order to answer statements of problems one through three, and an interview schedule was used in order to gather data for statement of problem no. 5. In order to preserve the subject's privacy and ensure the confidentiality of the information that was gathered, a panel of specialists in the fields of social science, tourism, gender and development, as well as English, validated the questionnaire and interview schedule. Respect for the person and beneficence are two of the principles outlined in the Belmont report that were adhered to. Between the months of January and March of 2016, the data was collected. Tabulating, analyzing, quantifying, and assigning statistical values to the data that was obtained, such as frequency counts, percentages, and averages, were all done.

Results and Discussion

Personal Profile of the Respondents

The personal profile of the respondents is presented in Table 1. The data revealed that majority of the respondents are between 21-30 years old, comprising 37 respondents or 26.43 %. However, it can be observed that there are women aging 61 years old and above, 11 or 7.85% who are still working in the industry.

The data in Table 1, also present the educational attainment of the women working in the hospitality industry. It can be observed that majority of the women 54 or 38.57% attained college education, while 36 or 25.71% acquired vocational training. The rest of the respondents obtained high school level of education which is made up of 28 or 20% of the respondents while 12 or 8.57% attained elementary level. However, it can be gleaned that there are women who have pursued post graduate degree, composed of 5 or 3.57% of the respondents but there are also 5 or 3.57% women who have not attained, formal schooling.

Moreover, majority of the women, 49 or 35% has children below 3 years old. But it can also be observed that there are women, 12 or 8.57% having children older than 20 years old.

Another important variable in this study is the marital status of the women who work in the hospitality industry. As shown in Table 1, almost half 69 or 49.29% of the women are married, followed by 29 or 28.71%, women are with live-in partner. It can be noted that there are 22 or 15.71% single mother while 17 or 12.14% are separated in fact, which means they are living separately from their husband without legal or court approval. However, there are 3 or 2.14% of the women who are legally separated.

The findings about the age profile of the women, in which majority are between 21 to 30 years old is congruent with the observation of International Labor Organization (ILO 2013) that tourism serves as first entry point to work especially for women in rural populations in developing and best developed countries.

Profile	Category	Frequency	Percentage
A. Age	Younger than 20	22	15.71%
	21-30	37	26.43%
	31-40	23	16.43%
	41-50	29	20.71%
	51-60	18	12.85%
	61 above	<u>11</u>	<u>7.85%</u>
	TOTAL	140	100%
B. Educational attainment	No formal Schooling	5	3.57%
	Elementary	12	8.57%
	Secondary	28	20.20%
	Vocational	36	25.71%
	College	54	38.57%
	Post Graduate	<u>5</u>	<u>3.57%</u>
	TOTAL	140	100%
C. Age	Younger than 20	22	15.71%
	21-30	37	26.43%
	31-40	23	16.43%
	41-50	29	20.71%
	51-60	18	12.85%
	61 above	<u>11</u>	<u>7.85%</u>
	TOTAL	140	100%

D. Educational attainment	No formal Schooling	5	3.57%
	Elementary	12	8.57%
	Secondary	28	20.20%
	Vocational	36	25.71%
	College	54	38.57%
	Post Graduate	<u>5</u>	<u>3.57%</u>
TOTAL		140	100%

Work Status of Women

With various nature of works identified by the women, Table 2 shows that majority of the respondents 27 or 19.29% are service crew, followed by the housekeeping attendant with 25 or 17.86%, next is administrative staff with 18 or 12.86%. Other nature of work identified by women are laundry attendant, chef, front office staff, operation manager, supervisor, manager, clinic staff, airport crew, sales and marketing staff, and travel agency personnel.

Likewise, the monthly salary of the women is also presented in Table 2. It is very phenomenal that more than half of the women, 74 or 52.88% earns below to P10, 000.00 monthly, followed by 36 or 25.71% who earn between P10, 001 to P15, 000.00 monthly. There are also women whose monthly salary is between P15, 001.00 to P20, 000.00. It can be noticed that there are also women who made between P20, 001.00 to P25, 000.00, composed of 12 or 8.58% out of 140 respondents.

Table 2 further reveals the department in the hospitality industry where the women are assigned. The data show that majority 38 or 27.14% of the women are assigned at the

housekeeping department, followed by the food and beverage department with 32 or 22.86% of the women working in the department. Other department in the hospitality where the women are assigned includes: kitchen, front office, linen and laundry area, sales and marketing, ticketing office, and massage clinic.

Another considerable data in the study is the hours spent by the women in the workplace. It is very laudable that majority of the women, 68 or 48.58 % spend between 8-9 hours in their workplace. Some women also disclose that they spend between 10-11 hours in their workplace, composed of 40 or 28.57% out of 140 respondents. However there are also women who spend more than 11 hours in their workplace, made up of 22 or 1.43% women, and there are also women who render less than 8 hours in the place of work which is signified by 10 or 7.14% respondents.

The findings in Table 2 also show that almost half of the respondents are contractual employees of the hospitality industry. However, there are respondents who were also recorded as permanent employee, composed of 56 or 40% women. But it can be observed that respondents

A. Age	Younger than 20	22	15.71%
	21-30	37	26.43%
	31-40	23	16.43%
	41-50	29	20.71%
	51-60	18	12.85%
	61 above	<u>11</u>	<u>7.85%</u>
	TOTAL	140	100%
B. Educational attainment	No formal Schooling	5	3.57%
	Elementary	12	8.57%
	Secondary	28	20.20%
	Vocational	36	25.71%
	College	54	38.57%
	Post Graduate	<u>5</u>	<u>3.57%</u>
	TOTAL	140	100%

who work based on job order made up of 12 or 8.57% and part-time employees who are 3 or 2.14% among the respondents.

Similarly, Table 2 presents women's schedule of duty in their respective works. Based in the result, majority of the women, 24 or 17.14% renders duty from 7:00am - 6:00pm,

The distance of women's workplace from their home is also reflected in Table 2. The results reveal that more than half of the women, 86 or 61.43% has house more than 21 kilometers away from their workplace. There are also women whose homes are located less than 5 kilometer from their workplace, composed of 30 or 21.43%. The results further state that 10 or 7.14% women work are between 6-10 kilometer away from their home, 8 or 5.71% has works between 16-20 kilometer away from their home, and 6 or 4.29%

followed by women who work from 9:00am to 6:00pm, 22 or 15.71% of the women, next is from 8:00am to 5:00pm which was revealed by 20 or 14.29% women. Other schedule of women's duty includes from 9:00pm to 6:00am, 10:00am to 7:00pm, and 7:00am to 4:00pm, from 8:00pm to 5:00m, and 7:00pm to 5:00am as disclosed by the respondents.

of the women have work between 11-15 kilometer away from their home.

Moreover, Table 2 also shows the data about the length of working experience of the women in the hospitality industry. It can be noticed that 56 or 40% of the respondents are between 5-10 years working in the industry. There are also women who work in the industry for less than 4 years, composed of 43 or 16.42% while it can be observed that there are women who work for more than 16 years in the industry, composed of 18 or 12.86% of the respondents.

Table 2. Work Status of the Working Women

Work status	Category	Frequency	Percentage
A. Nature of Work	Housekeeping staff	39	27.85%
	Administrative personnel	15	10.71%
	Travel assistant	3	2.14%
	Food and Beverage	38	27.14%

	Kitchen crew	32	22.85%
	Supervisory position	6	4.28%
	Front office staff	<u>7</u>	<u>5%</u>
		140	100%
TOTAL			
B. B. Salary	Below Php 10,000.00	74	52.88%
	10,001-15,000.00	36	25.71%
	15,001-20,000.00	18	12.86%
	20,001-above	<u>12</u>	<u>8.58%</u>
TOTAL		140	100%
C. C. Area of Assignment	Food and Beverage Department	32	22.86%
	Housekeeping Development		
	Sales and Marketing Development	38	27.14%
	Front Office	8	5.71%
	Admin Department		
	Kitchen Area		
	Ticketing Office	14	10%
	Massage Clinic	12	8.57%
	Lenin and Laundry Area	15	10.71%
		6	4.26%
		5	3.57%
		<u>10</u>	<u>7.14%</u>
TOTAL		140	100%

Extent of Women Role on Child Care

The data in Table 3 reflects the extent of women's role in the care of their children. It was observed that women often maintains the nutritional status of their children ($\bar{X} = 2.6$) however, sometimes provides breastfeeding to their baby ($\bar{X} = 2.24$), toilet training to their children, ($\bar{X} = 2.26$), bring children to sleep ($\bar{X} = 2.28$) and take young children to the pediatrician.

The findings claimed that women find ways participate in the care of their children stated by Buda et al (2014) that women do childcare regardless of their work outside the home. The result is relevant to the expansionist theory posted by Buda (2016) that women's "sometimes" participate in children was due to the lack of time needed to meet the demand of work in the tourism industry Adams (2001).

Table 3. Extent of Women Role on Child Care

Items	Mean	Description
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• Taking young children to the pediatrician	2.2	Sometimes
• Provide breast feeding to baby	2.24	Sometimes
• Provide toilet training to the young children	2.26	Sometimes
• Bringing young children to sleep	2.26	Sometimes
• Bathing the young children	2.28	Sometimes
• Maintaining the nutritional status of the children	2.6	Sometimes

Challenges faced by women with respect to their employment in terms of family concerns

Challenges faced by women with regards to their employment and family concerns. It can be noticed that “balancing between job and family

ranked number 1, “handle full time duties in the domestic activities” ranked number 2, “deprivation of some rest due to multiple roles in the family”, ranked number 3, “disintegration of family members”, ranked number 4 and “absence of domestic help to do some household chores”, ranked number 5.

Table 11. Challenges faced by women with respect to their employment in terms of family Concerns

Challenges	Rank
• Balancing between job and family	1
• Full time duties in the domestic activities	2
• Deprivation of some rest due to multiple rules in the family	3
• Disintegration of family members	4
• Lack of family’s support	8
• Absence of domestic help to do some household chores	5
• Husband/partner do not participate in the household domain	9
• Limited time to assist children in their daily activities	6
• Neglect of duty to the care of children	7
• Insufficient time with husband/partners	10

Challenges which face working women with respect to their employment

The account on women’s challenges with respect to their employment is demonstrated through Woman 1 stated that “ My various responsibilities at work are a major source of stress for me. I am so physically weak that I am unable to fulfill the responsibilities that come with being a mother at home. It is without a doubt one of the greatest obstacles.” It is still no doubt that a lived experiences of Woman 5 heartily stated “As an employee, I struggle to perform my duties effectively when the workplace adheres to

a strict timetable. It has put me through a lot of hardships, particularly about the fact that once I have misplaced something or done something that is not desirable, it is possible that I may be fired from a company.’ Another notion claimed by Woman 19, The fact that there is no guarantee of continued employment at a given workplace presents a significant obstacle. I have to find out how safe of a position I have in the company to which I belong.” The things that also need to consider as a challenges as said by Woman 26 , Because of the physically intensive nature of my profession, I am exhausted. That despite the fact

that he or she is not my direct supervisor or boss, they continue to overwhelm me with various tasks that I am unable to complete. And the finest asset I have for my profession, in my opinion, is my body, which also requires relaxation.” Admiring the intensive love of self by Woman 21 she proclaimed, “My chosen line of work needs to provide me with safety and dignity in order for me to feel like a dignified employee, and I am hoping that this will happen if I receive a respectable salary, am treated like a human being, and am expected to display the appropriate level of respect for the organization to which I belong.” Moreover, Woman 12 also experienced and felt discrimination as she said in verbatim, “The existence of discrimination in an organization is so painful for me that I am unable to continue working there. My perspective on work is that it is the most valuable and honorable career; nonetheless, it feels like a catastrophic occurrence whenever I experience discrimination from other workers. Discrimination is being shown toward our appearances, complexions, and even our heights.”

Conclusions

1. Women who are in their early adult years may find employment opportunities in the hotel business to be appealing. Women who work in the hospitality industry typically have temporary or part-time jobs of several types.
2. Women who work in the hospitality business are able to strike a healthy balance between their professional and family responsibilities. Women in the workforce who are employed in the hotel business actively take on their parental responsibilities and concerns over their children. When working in the hospitality industry, it can be difficult for women to decide which comes first—their jobs or their families.
3. The extent of women's roles in areas such as the care of children, education, the provision of financial support, and the emotional support of family members agreed with the

views of the expansionist theory that women have an expected role to play, despite the fact that women have concerns regarding how to balance the multiple roles they play in their lives.

4. The perspective that members of a family are interconnected and interdependent was the driving force behind the development of family system theory, which strengthened the defined involvement of women in the formulation of family values, spiritual guidance, family decision making, and the role as a wife.

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