

Exploitation of Interns in Hospitality Industry in India

Dilipkumar Mahadik*, Kiran Chavan**

Abstract

Hospitality is the world's fastest growing service sector. Being extremely labour intensive it's a significant source of employment. It is the largest employer of skilled and unskilled personnel. Huge international employment opportunities attract youth to this industry. With globalization, large no of five star hotels have come up in India and about 150 more will be in operation in near future, consequently large no of colleges catering Hospitality and Tourism education have come up in metropolitan cities as well as small town. Naturally a large number of students undergo industrial training/ on job training category hotels in India as part of curriculum. The data of hospitality industrial trainees was collected from two cities, Mumbai and Pune. After analyzing the data it can be concluded that the trainees are subjected to unfair treatment, long strenuous work hours very low stipend amounting to exploitation. The problem of trainees can't be solved easily unless collective efforts have been made by Government officials, education institutes, Hospitality and Tourism establishments to eradicate it. Policies and legislature should be formulated and implemented sincerely.

All three elements namely Government agencies, education institutes & Hotel operator must join hands to stop all forms of exploitation of students. Otherwise we will fail to secure the rights of our students and their interest in hospitality and tourism will be nibbed in the bud.

Keywords: Tourism, Hospitality, Star Hotels, Exploitation, Human Rights, Hospitality Students, Trainees, Industrial Training, On-job-Training

INTRODUCTION

International Tourist grew from 5.11 million in 2009 to 5.58 million in 2010 (8.1% rate of growth) & expected

to reach 1.56 billion by 2020. Hospitality & Tourism is extremely labour intensive and a significant source of employment. It is among the world's top creators of job requiring various levels of skills. The UNWTO has anticipated 296 million jobs in 2019 globally in this sector

Indian share for International Tourists is 0.58% (1.24 % earning) with 705 million domestic tourists. Projected growth rate is 8.8% for next 10 years. Total contribution by travel and Tourism sector to India's GDP is expected to increase from US \$136.2 billion in 2015 to US\$275.2 billion in 2015. India is the largest market of Hospitality and tourism sector. It is the 3rd largest foreign exchange earner for India (In 2014 US\$99.7 billion from Tourism WTTC(2015).

India has shown the largest rate of growth according to UN World Tourism Organization. India with increase in foreign exchange earnings have more employment opportunities.

Today hospitality is the major contribution in socio economic development of India. Among the vices accompanying child labour exploitation etc.

Child labor is common in both developed and developing countries, India is no exception. India has the distinction of the largest no of working children in the world today. According to Indian official statistics about 13 Million children are engaged in tourism industry. (60 to 100 million unofficial). Children between 15 and 18 years of age make up 83% of total working children (UNICEF Report -2016)

Every organization wants trainees because of their innocence, less troublesome nature, obedient and for also they can work without any financial burden on employer and without raising voice against their exploitation, as training completion certificate is essential requirement for placement

* Director, Mumbai College of Hotel Management and Catering Technology, Mumbai, Maharashtra, India.
Email: mumbaicollege@yahoo.co.in

** Assistant Professor, Mumbai College of Hotel Management and Catering Technology, Mumbai, Maharashtra, India.
Email: kiran2884@gmail.com

Several marketing initiatives by the Government of India such as “Incredible India” & “Atithi Devo Bhava” campaigns, Tourist friendly policies like introduction of M visa TVOA has given impetus to growth in hospitality sector Government also made serious efforts to boost investment in Hospitality Sector for example 100 percent FDI is allowed through the automatic route, 5- year tax holiday offered to star (2,3and4) category hotels located around UNESCO world heritage sites(Exception Mumbai & Delhi) etc.

REVIEW OF LITERATURE

Neena Rao (2008) in her research article titled child labour in the services in India has thrown light on complex issues of child labour in India.

Ramesh Kanbargi (1991) in his book “Child labour in the Indian Sub – continent analyses the democratic trends of child labour and its relation with fertility, Literacy & education.

Sanan (1998) Working children a Sociological analysis.

Kannan (2001) The economies of child labour qualities and quantitative aspects and liberalization & globalization in relation to child labour

Weiner (1991) In his paper “Child and State in India”, discusses various aspects and child labour and critical perspective education policies of the Government of India and its states. He holds that rather than economic conditions the belief system of the India Society and the elite is largely responsible for the penetration of child labour in the country. He also held central & state Government education policy responsible.

Saksena (1999), in his work Human Rights and child labour in Indian Industries, points out that the loopholes of legislation, Government policies affecting prevalent child labour.

Above literature points to the demand of Indian capitalism, Government Policies and Socio economic issues. As large number of young students many between 16 & 18 are attracted to career in glamorous Hospitality and Tourism Industry, who are subsequently subjected to hardship and long strenuous work hours, labour jobs under the pretext of on-job training. There is substantial exploitation of tender mind and body. A need arises to investigate the

current scenario, adverse effects and seriousness of this exploitation.

This paper attempts to surveys & analyze prevalent treatment meted out to trainees in star category hotels in Mumbai & Pune and the impact of Industrial Training /On job training as imparted today in many of the organization, on the trainee students.

OBJECTIVES

- a) To record in general prevailing conditions such as work hours, stipend, kind of training/work.
- b) To find out whether students get what is expected of Industrial Training.
- c) Impact of Industrial Training on the students and industry.

METHODOLOGY

For this study secondary data and information has been collected with the help of books, magazines, research articles etc.

Primary data is collected through questionnaire answered by hotel management students who have undergone Industrial Training in star category hotels in Mumbai and Pune during 2015-16 and 2014-15 for the period of 3to 6 months.

DISCUSSION

Data collection - The research focused on two cities, namely Mumbai and Pune

A total of 104 respondents filled in questionnaire, each of mainly closed questions

The data was collected personally or on the online (Google Form), analysed and responses were cross correlated including working hours, stipend, training treatment at work and discrimination, .

Limitations - Questionnaire could not be filled by all colleges of Mumbai and Pune as college authorities were scared that the hotel would black list their institute & deprived of opportunity of training to future batches of students. The survey samples do not include all colleges of Mumbai and Pune. The number of respondent is small. (104)

The following observations were noted: 68% of respondents earned stipend Rs. 500 to 1000/- and 19% received Rs2000 to1000/-per month that is Rs 3.66 and 7.32 per hour respectively.

More than 66% respondents had to work more than 9 hrs.

1. More than 50% said they were ill treated compared to regular staff.
2. Half of the respondents were not satisfied with the training received.
3. Still only 37% felt they were exploited showing high tolerance level among trainees.
4. 38%, said after training they were not encouraged to continue in Hospitality Industry.
5. 54% are of the opinion that there was no proper training schedule.

Table 1: Chart Depicting Wages/Stipend to Trainees/ Casual Workers

Category	Worker Type	Approx. Stipend Rs.
5 Star Hotels	Trainee	3.66/hr
3 and 4 Star Hotel	Trainee	7.32/hr
Multinational company e.g. Dominos Pizza	Casual Employee	28/hr
Mah. State Government Rates Minimum wages Act, Jan 2016	Casual Employee unskilled	26.61/hr

Hoteliers exploiting young trainees is globally spread practice. A story published on 11 April 2012 highlighted how young people working for up to a year unpaid. Unemployed made to work for free in hope of finding job. Indian scenario is no different as revealed in the present survey.

CONCLUSION

The research detailed in this reports reveals the following findings. Trainees are paid very meager amount as stipend subjected to very strenuous work hours, discrimination as against regular employees.

Exploitation of student trainees is a serious social and education issue. Hoteliers are hard pressed to exploit helpless College students due to various reasons. One among them being shortage of staff. Also there is

employer's attitudinal aspects Collective efforts by government agencies and hospitality institutes are required to protect trainees from all types of exploitations during on the job training. Failure to achieve this means denying rights of our students who are future leaders of the very industry. Presently there is no sufficient legal provision, inspection system in respect of industrial training.

RECOMMENDATION

1. Proper training schedule pre-decided and approved by head of the educational institutions or University/ Board
2. Eight hours of work with appropriate breaks in between, weekly one day off
3. No overtime work
4. No ill treatments like abusive language, labour work beyond their physical capacity.
5. Stipend sufficient to cover travelling expenses and fair miscellaneous expenses.
6. Government agencies, hospitality education institute & hoteliers must join hands to stop all forms of exploitation.

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