

TO STUDY PHYSICAL QUALIFICATIONS OF WORKERS IN HOSPITALITY AND TOURISM INDUSTRY IN THE KUMAUN REGION OF UTTARAKHAND

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Abstract: The Hospitality and tourism industry is one of the largest and most dynamic industries in today's global economy. The sector employs a high proportion of young workers and migrant workers. Physical qualifications or factors associated with the kinds of task that people perform. The Department of labor's (DOL) strength physical demand factor is classified as sedentary, light, medium, heavy, and very heavy, based on the amount of standing, walking, sitting, lifting, carrying, pushing, and pulling required. There are five main departments of hospitality and tourism industry i.e. front office, housekeeping, food production, food service and tours and travel. Therefore, present investigation aimed to study the demographic profile and assessment of physical qualifications of workers. In order to achieve the objectives of the study, descriptive cum experimental design was planned. A total of 200 workers were selected from kumaun regions of the Uttarakhand. The workers working in the hotels/restaurants/tourism must withstand the pressure, string of working for long hours, suffering from high blood pressure due to prolong standing posture, lifting heavy pots and kettles and working near hot ovens and grills.

One of the problems with assessing the physical qualifications of workers for job is that our selection of equipments and methods is rarely based on a clear rationale about the class of task or skill represented. On the basis of comparison between different departments, it was found that maximum i.e. 70 per cent of the front office workers suffered from postural fatigue problem and the responses of all housekeepers revealed that they felt postural fatigue due to their work whereas 84 per cent workers of food production were suffered from job strain problem. Ninety four per cent workers of food service reported that they suffered from poor communication problem and among the workers of tours and travel revealed that maximums (78.9 per cent) were suffering from poor communication problem.

Keywords: Hospitality and tourism industry, physical qualifications, health problems.

Introduction

The Hospitality and tourism industry is an integral source of revenue generation in Uttarakhand and has greater scope for absorbing large percentage of educated youth of the state. In Kumaun region, basically hospitality and tourism focuses on participating in a rural lifestyle which has significant scope of attracting rural and urban youth of the Uttarakhand.

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Tourism can be a variant of hill, green and rural hill tourism and this again required attraction for young people. It is not just about the facilities and attractions provided for visitors. It may be described as the activities of tourists and those who cater for them. It is a highly diversified business with many component parts ranging from airlines to hotels. Tourism is concerned with providing travel and transport facilities, accommodation, food and drink, entertainment/recreation, information and assistance.

According to Worker's Compensation Board (WCB), an increase in demand for rooms resulted in more construction of new resorts. Growth in the tourism sector increased the demand for employment. They require more workers during the summer season and mostly on weekends, where young workers are readily available to work. Although hotels are seen as places they can have comfort and enjoy, those places are an environment with full of real hazards and accidents. There are some health hazards like musculoskeletal disorders; cumulative trauma disorders (CTDs) and repetitive motion injuries (RMIs) that exist in the hospitality and tourism industry. Within this industry one involved in a range of work activities such as food preparation, cooking, bed making, cleaning, food and beverage service, and operating office equipment. Space limitations require workers to use many uncomfortable postures like standing, walking, stooping, squatting, kneeling, stretching, reaching, bending, twisting and crouching. In addition, forceful movements while using awkward body positions include lifting mattresses, cleaning tiles and vacuuming every shift. Untrained workers cannot produce high-quality products. They also lack adequate knowledge and skills to provide satisfactory customer service. This combination results in dissatisfied customers. So for make better growth in hospitality and tourism industry it is important to trained the workers and to provide safe working environment while performing the task/activities.

Objectives

1. To study the demographic profile of workers.
2. To assess physical qualifications of the workers in different tasks and health hazards.

Materials and methods

In order to achieve the objectives of the study, descriptive cum experimental design was planned. The interview schedule was found to be an appropriate tool, which would adequately gather information pertaining to research work. Both purposive/convenient and snowball sampling techniques were used to select the study area and samples. Sample size

was determined before the data collection. A total of 200 workers were selected from Kumaun regions of the Uttarakhand.

Results and discussion

A. Demographic profile

1. Age

Majority of the workers were in the age group of 24-39 years i.e. 39.5 per cent and minorities of the workers were found in the age group of above 55 years i.e. 14 per cent. When comparison was made between different departments, it was observed that 9.5 per cent food production workers were under the age group of 24-39 years and very few workers i.e. 2.5 per cent were working in front office, housekeeping and tours and travel departments of hospitality and tourism industry under the age group of above 55 years.

2. Gender

Maximum of the workers were male i.e. 94.5 per cent and only 5.5 per cent were female. Fig. 2 showed division of workers on the basis of gender. On the comparison basis it was found that 27 per cent of the male workers were involved in food service department and minimum 14.5 per cent male in the housekeeping department. Whereas in case of female workers, 3.5 per cent were engaged in the food production and only 2 per cent were engaged in the housekeeping department.

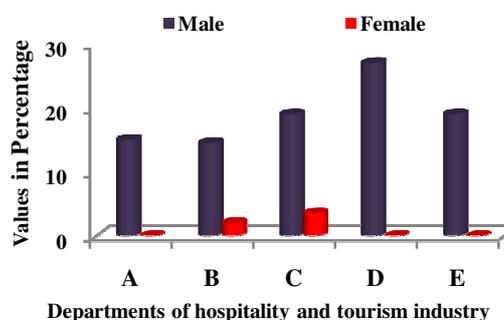
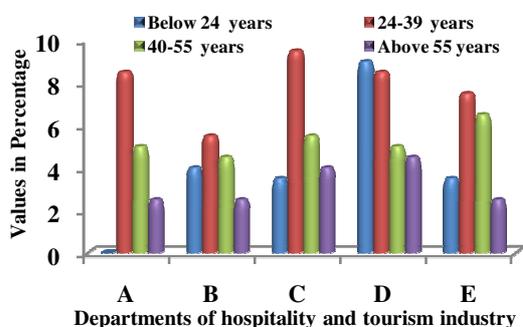


Fig. 1: Distribution of workers of different departments on the basis of their age

Fig. 2: Distribution of the workers of different departments on the basis of their gender

Note: A:- Front office B:- Housekeeping C:- Food production D:- Food service E:- Tours and travel

B. Physical qualifications of the workers

Physical qualifications or factors associated with the kinds of task that people perform. It involves different types of work and physical demand factors of workers (Wickstrom, 1980). The DOL (Department of Labor’s) strength physical demand factors is classified as sedentary, light, medium, heavy, and very heavy work, based on the positions i.e. standing, walking, sitting, lifting, carrying, pushing, and pulling required.

On the basis of comparison between different departments, it was calculated that 22 per cent front office workers working position was medium and minimum i.e. 18 percent workers working position was sedentary. Thirty two per cent workers of housekeeping department said that they were doing very heavy work and 4.5 per cent were doing light work. Workers of food production reported that 43.5 per cent were doing medium work and only 5 per cent were doing light work. On the other hand, 62.5 per cent workers of food service department revealed that they were doing medium work followed by minimum 15 per cent were doing sedentary work. At last department of tours and travel, majority of the workers were doing heavy job/work.

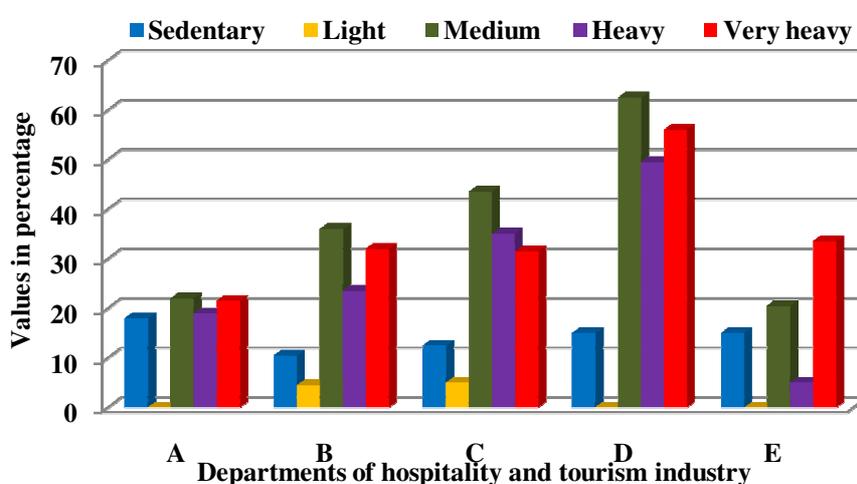


Fig. 3: Physical working positions of different department's workers

1. Physical demand factors of workers in different departments

- Cent per cent front office workers reported that they frequently used to be seated in the office while in operations. Fig. 4 shows distribution of physical demand factors and workers working in front office.
- Maximum 57 per cent housekeepers constantly used to walk on for completing their work followed by 54.5 per cent workers who committed that they frequently used to carrying objects. Fig. 5 shows distribution of physical demand factors and workers working in housekeeping department.
- Cent per cent workers of food production used smelling, far vision and near vision DOL factor frequently at their work time.
- It was found that cent per cent workers of food production were never using transporting DOL factor at their work time followed by 62.9 per cent workers who reported that they were used stooping DOL factor constantly at their work time period. Fig. 7 depicts distribution of physical demand factors and workers working in food service.

- It was analyzed that 68.42 per cent workers of tours and travel used walking DOL factor frequently. Fig.8 shows distribution of physical demand factors and workers working in tours and travel.

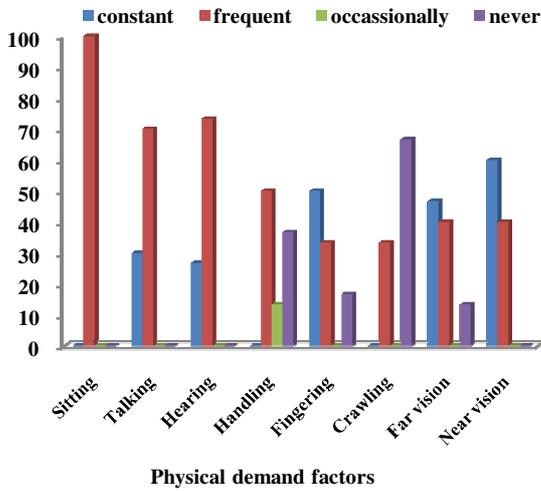


Fig 4: Distribution of Physical demand factors and workers working in front office department

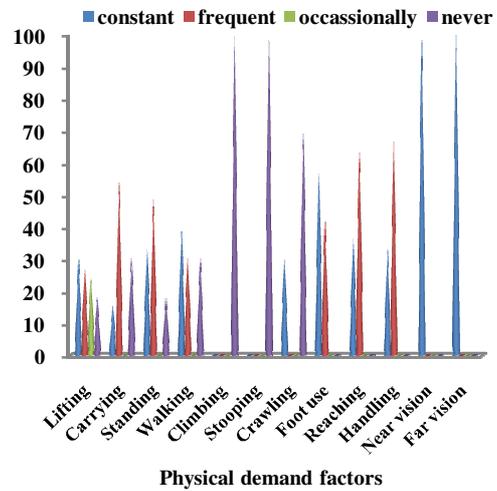


Fig. 5: Distribution of Physical demand factors and workers working in housekeeping department

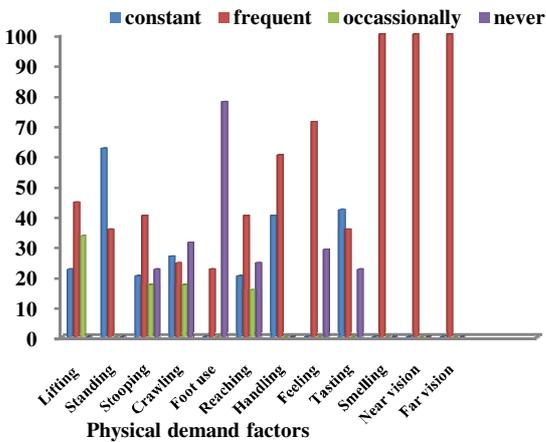


Fig. 6: Distribution of Physical demand factors and workers working in food production department

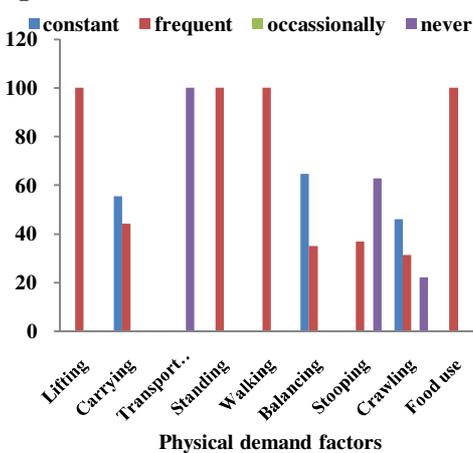


Fig. 7: Distribution of Physical demand factors and workers working in food service department

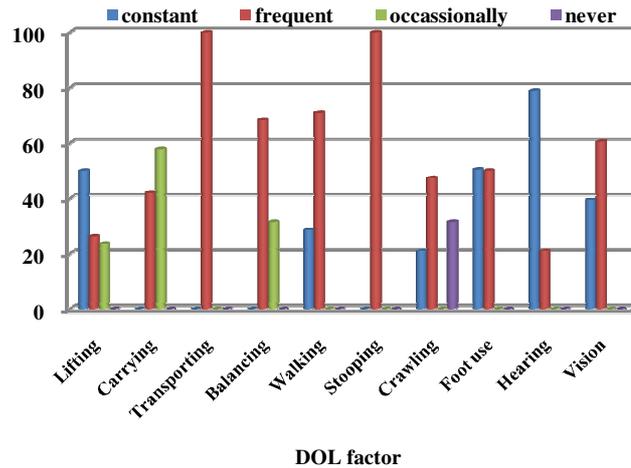


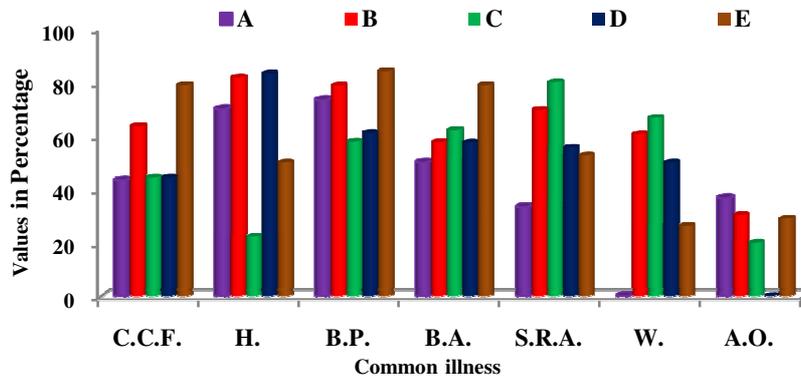
Fig 8: Distribution of Physical demand factors and workers working in tours and travel department

2. Expected risk involved in the hospitality and tourism industry

A. Physiological problems

1. Common illness

When compared workers of all five departments of hospitality industry it was found that maximum 84.21 per cent workers of tours and travel were suffering from back pain problem and minimum 20 per cent were suffering from other problem i.e. stress when they worked in the food production department. Fig.9 showed common illness to the workers working in different departments.

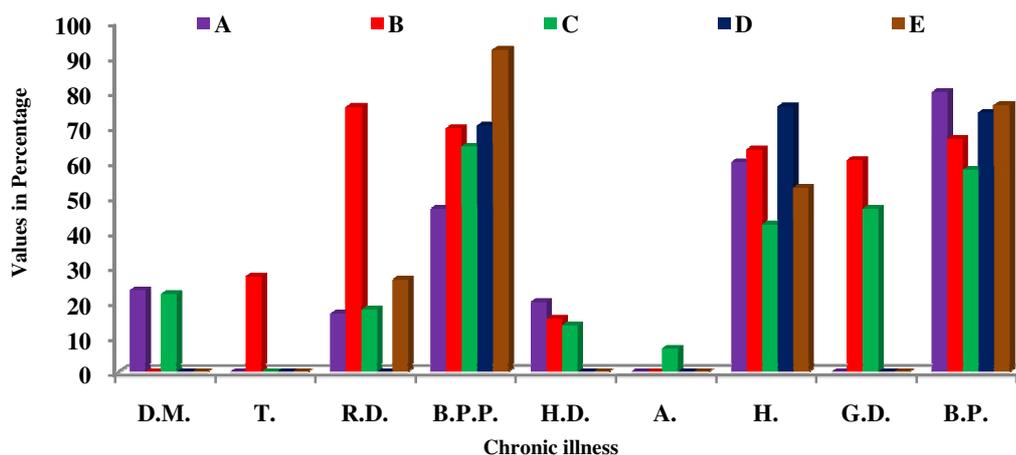


Notes: - C.C.F.:- Cough, cold, fever H.:- Headache B.P.:- Body-pain B.B.:- Back-ache S.R.A.:- Skin-rashes, Allergy W.:-Wounds A.O.:- Any other

Fig.9: Common illness among the workers working in different departments

2. Chronic illness

Various types of chronic illness as diabetes mellitus, heart problem, blood pressure problem as well as occupation induced illnesses like respiratory problems, stiffness in hand joints, cuts and wounds, numbness in body tingling in hand were also reported by workers.



Note:- D.M.:- Diabetes Mellitus T.:- Tuberculosis R.D.:- Respiratory diseases B.P.P.:- Blood pressure problem
H.D.:- Heart disease A.:- Arthritis H.:- Hypertension G.D.:- Gastrointestinal disorders B.P.:- Back problem

Fig.10: Chronic illness among the workers of different departments

On the basis of comparison it was found that maximum 92.10 per cent workers who were engaged in the tours and travel suffered from BP problem and minimum 6.7 per cent workers engaged in the food production suffered from arthritis problem. Fig.10 showed chronic illness to the workers working in different departments.

Conclusion

Ergonomics is a scientific discipline, which is concerned with improving the productivity, health, safety and comfort of workers, as well as promoting effective interaction between people, technology they are using and the environment in which both must operate (Bureau of Labor Statistics, 2014). Ergonomics aims at making this work more efficient, faster and less fatiguing by improving the interface between the human body and the things workers need to interact with to get work done. As the objectives of the ergonomics are to enhance performance, increase safety and increase user satisfaction, the problems occurred to the office chair should be analyzed and identified first.

Reference

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