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A Study of the Economic and Social Conditions of Hotel Workers in Parbhani District

Chimaji Pandurang Harke
Research Student
Department of Economics
Shri. Asaramji Bhandwaldar College Deogaon (R) Tq.Kannad
Dist Chh Sambhajinagar.
Email ID – cpharke77@gmail.com

Prof. Dr. Vinayak Shinde
Research Guide
Head Department of Economics,
Dagadojirao Deshmukh College,
Waluj, Chh Sambhajinagar.

Abstract

In ancient times, when people travelled on horses and camels, they had to halt at certain places along their journey. At that time, these travellers had to stay at their hosts' houses and arrange for their own food and sleep. In exchange for these arrangements, they had to pay some money or similar compensation. Eventually, to ensure that travellers had proper arrangements for staying and eating, the need for hotels began to be felt. This is what led to the origin of hotels. Since ancient times, the hotel business has been a profitable industry. In the sixth century BC, the hotel business had not developed or progressed very significantly. The earliest form of a hotel was similar to a home-based eatery (*Khanaval*), where a woman would prepare food for four to five people. Initially, such hotels were run by a husband and wife, where travellers had to make their own beds and sleep on the floor. This condition of hotels continued to exist for many years.

Keywords : Hotel Worker, Hotel Industry, Historical Evolution, Origin of Hotels, Khanaval (Home-based eateries), Ancient Tourism & Travel, Hospitality Sector

Introduction

The industrialisation of the hotel business was initiated by England, which gave high priority to running hotel enterprises. Due to the railway revolution and advancements in shipping, transport and communication expanded rapidly, giving a major boost to the hotel industry. Concurrently, owing to changing social structures brought about by industrialisation, people increasingly felt the need for quick and clean hotel services. The progress of the hotel industry was further propelled by European nations like Switzerland. While the industry emerged broadly across Europe, it took a tangible, structured form there. However, the origin of the modern hotel industry began in America. It started in New York City in the year 1794. This was the first hotel for which an independent, dedicated building was constructed. The launch of this new establishment paved the way for the opening of numerous other hotels, and several beautiful hotels

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were constructed across America during this period. Between 1908, Ellsworth M. Statler established a fully-equipped "Modern Hotel" in New York. The period between 1930 and 1934, following the First World War, had highly adverse effects on the hotel business. Earlier, in 1889, the "Savoy" hotel was established in London, equipped with attached bathroom facilities. The expansion of railways between 1860 and 1920 also profoundly impacted the hotel business.

In the 1970s, the Taj Mahal Hotel in Mumbai adopted franchising trends when they accepted the 'InterContinental Hotels Franchise' for their new property in Mumbai. Around the same time, the Oberoi Towers, which was under construction in Mumbai, entered into a franchise and signed an agreement with Sheraton. Similarly, Holiday Inn entered India's hotel sector by taking up a franchise for a hotel project in Mumbai. This marked the beginning of systematic planning, interior design, decoration, furnishing, and the establishment of structured operational mechanisms to run various departments within Indian hotels. A major benefit of this evolution was the professional training provided to managerial and other hotel staff. The first few batches of managers trained by the InterContinental Hotel Company established a competent, professional hotel management trend in India, which continues to influence and guide the Indian hotel industry today.

The Concept of a Hotel

- **Hotel:** "A hotel is a place where appropriate travellers can obtain good quality food and lodging arrangements in exchange for money."
- Alternative Definition: "An establishment that provides lodging, food, entertainment, and personal services to its guests is called a hotel." Today, many travellers journey to different countries and cities for tourism. The concept of the hotel emerged precisely to ensure that these services and facilities are made available to them.

Hotel Worker

"A hotel worker is a component of the industry who works continuously in the hotel business and provides the necessary services in exchange for whatever compensation or wages they receive."

To run a hotel business, every establishment requires workforce components to varying degrees. Looking at the current scenario, hotel workers are forced to work for extremely low wages. They do not receive good treatment from either the customers or the hotel owners. Furthermore, they are deprived of proper basic amenities. Almost all hotel workers lack job security. Their employment lasts only as long as they stay in the good graces of the hotel owners—such is the current plight of hotel workers. There are many types of hotel workers, including waiters, managers, cashiers, receptionists, cleaning staff, and cooks. These employees work in large hotels and render services according to their respective roles.

Research Objectives

1. To study the economic, social, and educational status of hotel workers in the Parbhani district.
2. To analyze the nature of work and the compensation/remuneration received by hotel workers in the Parbhani district.

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3. To suggest remedial measures and solutions for improving the standard of living of hotel workers in the Parbhani district.

Research Hypotheses

1. The economic condition of hotel workers in the Parbhani district is weak/unstable.
2. Hotel workers do not receive financial compensation or remuneration in accordance with the provisions of labor laws.

Research Methodology

The present research utilizes the purposive sampling method to collect data from both primary and secondary sources. For secondary data collections, information has been gathered from various government statistics, state and central government reports, data regarding workers in the unorganized sector, labor laws and welfare schemes, the Maharashtra Budget, publications from the Directorate of Economics and Statistics, newspapers, research journals/theses, and various official websites. To analyze the data obtained from these secondary sources, statistical techniques such as average (mean), percentage, median, mode, standard deviation, t-test, and Chi-square test are utilized. Additionally, graphical representation methods such as bar charts and pie charts are employed for better comprehension of the statistical data. Field data collections and direct observations have been executed through a primary sample survey using the purposive sampling method.

Table: Sampling Breakdown by Taluka

Sr. No.	Taluka	Number of Hotel Workers	Number of Respondents
1)	Parbhani	556	85
2)	Pathri	350	53
3)	Manwath	259	39
4)	Palam	177	27
5)	Selu	220	34
6)	Purna	230	35
7)	Gangakhed	280	42
8)	Sonpeth	240	37
9)	Jintur	309	48
	Total	**2621**	**400**

Source: Field Survey (February – March, 2025).

Review of Research Literature

Ayyuppa, Karthikanath (2002)

"Empowerment: Hotel employees' perspective" In this research paper, an analysis has been conducted regarding the empowerment of hotel workers. Empowered employees are experienced and

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knowledgeable. For the present study, it has been demonstrated that an analysis was performed on the empowerment of frontline workers as well as the factors that influence empowerment. Within this, various aspects have been studied, such as communication training, participatory practice, and honorarium/compensation, which serve as supportive elements for empowerment. For this study, 255 frontline hotel workers were selected. Based on this study, some key conclusions emerged. Excluding gender, factors such as sect/religion, personal traits, educational qualifications, tenure of service, and honorarium do not negatively impact employment. This is the understanding regarding empowerment. Furthermore, good quality management and organizational support help workers maintain personal planning and control over their work. However, a worker feels true self-empowerment only when arrangements for communication, training, participation, and practice are provided by the management. Additionally, if hotel entrepreneurs increase spending on the training and practice of workers, the workers will become proficient in their jobs. Moreover, when policy formulation regarding the hotel is presented alongside the hotel workers, the workers also suggest new ideas from their perspective.

Daniel J. Mount (2006)

"The Impact of Hotel size and service Type on Employee Job satisfaction" In the present study, the impact of hotel size and service type on the job satisfaction of hotel workers has been clarified. Division within the hotel sector is considered significant from the perspective of hotel development. Major hotels give priority to purchasing, sales, and specialization so that their existence can be sustained in that market. Various types of services provided by hotels are observed, such as extended service, limited service, and full service, etc. For the present study, primary data has been utilized. For this purpose, out of all the workers across 52 hotels, 22 full-service, 17 limited-service, and 12 extended-service hotels were selected. Based on this study, it was observed that the satisfaction of front desk workers shows an inverse relationship with the full-service system. The reason for this is observed to be the higher workload and responsibilities placed on the front desk, such as billing communication, handling food and beverage supply, and guest hospitality, etc. Furthermore, the job satisfaction of food and beverage supply workers was found to be lower than that of workers providing room availability services. Here, the size of the hotel and routine work are not the significant factors; rather, hotel workers who provide precise food and beverage supply were found to be dissatisfied.

Table: Working Hours of Hotel Workers

Sr. No.	Component (Working Hours)	Respondents	Percentage (%)
1.	1 to 5 hours	18	4.5
2.	5 to 8 hours	82	20.5
3.	8 to 12 hours	264	66.0
4.	12 to 14 hours	36	9.0
	Total	**400**	**100.0**

Source: Field Survey (February – March, 2025).

While conducting research on the present subject, it was observed that hotel workers in Parbhani district perform different types of work in hotels. Similarly, their working hours are also different. Therefore, it can be said that many workers work for shorter hours while many workers work for longer

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hours, as is evident from the research. Out of the total 400 samples selected for the research, only 4.5 percent of hotel workers work for 1 to 5 hours in hotels. The duration of their work is short. On the other hand, the number of workers working for 5 to 8 hours is 20.5 percent, meaning only 20.5 percent of workers have to work for 5 to 8 hours. Likewise, the proportion of workers working for 8 to 12 hours out of the total hotel workers is 66 percent. This means 66 percent of workers work for 8 to 12 hours in hotels. Similarly, the number of workers working for 12 to 14 hours is found to be 9 percent. That is, this is the number of workers working up to 14 hours. Working for longer hours yields higher compensation/remuneration. However, for longer working hours, it is observed that most hotels operate for a maximum of 12 hours. The hotel workers in Parbhani district do not have uniform working hours. Instead, they have to work according to different timings.

Table: Income / Salary Distribution of Hotel Workers

Sr. No.	Component (Salary Range in ₹)	Respondents	Percentage (%)
1.	5,000 to 8,000	84	21.0
2.	8,000 to 10,000	96	24.0
3.	10,000 to 12,000	120	30.0
4.	12,000 to 15,000	40	10.0
5.	15,000 to 20,000	40	10.0
6.	More than 25,000	20	5.0
	Total	**400**	**100.0**

Source: Field Survey (February – March, 2025).

Even though hotel workers in Parbhani district receive their work compensation/remuneration at different times, considering exactly how much salary they are given, it is observed that the number of workers receiving a monthly salary of ₹5,000 to ₹8,000 constitutes 21 percent of the total workers. Similarly, the number of hotel workers receiving a salary of ₹8,000 to ₹10,000 was found to be 24 percent. Although this number appears large in comparison to the total workforce, it is perceived that the actual amount they receive is low. Likewise, the proportion of workers receiving a monthly salary of ₹10,000 to ₹12,000 is 30 percent. These workers have to work on a monthly salary of ₹10,000 to ₹12,000. In the same manner, 10 percent of hotel workers were found working on a monthly salary of ₹12,000 to ₹15,000. Similarly, the number of hotel workers working on a monthly salary of ₹15,000 to ₹20,000 is 10 percent. On the other hand, the number of workers working on a salary of more than ₹25,000 is the lowest, at just 5 percent. From the above study, it is evident that hotel workers in Parbhani district are given different salaries. The number of workers working on a salary of ₹10,000 to ₹12,000 is the highest, whereas the number of hotel workers working on a salary of more than ₹25,000 is the lowest.

Summary

In the present research thesis, a deep and realistic analysis of the economic and social conditions of hotel workers in the Parbhani district during the decade from 2012 to 2022 has been conducted. Although the hotel industry is a highly important and rapidly growing business within the service sector, this research proves that the hotel worker, who forms the backbone of this industry, continues to live a life in an extremely

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neglected and unorganized state today. When studying the economic condition of hotel workers, it is observed that the majority of hotel workers still do not receive wages in accordance with the Minimum Wages Act. Their economic exploitation continues due to uncertain and unlimited working hours, a lack of weekly offs, and inadequate benefits or concessions provided during festivals. Because their income is limited only to meeting their daily essential needs, it is not possible for them to make any secure savings. Consequently, to meet sudden illnesses, festivals, or family requirements, they are forced to borrow loans from money lenders or hotel owners. Due to this, they remain permanently trapped in the clutches of indebtedness. Between 2012 and 2022, inflation increased tremendously; however, as the wages of hotel workers did not increase proportionately, no significant change occurred in their economic condition.

The social and family situation of hotel workers is highly worrisome. The subordinate treatment received at the workplace and the lack of social prestige generate an inferiority complex among them. They do not get the benefits of any legal social security schemes such as Provident Fund (PF), Gratuity, or Medical Insurance. Their health has been put at risk due to the neglect of health issues and unsafe living spaces. Owing to financial distress, it is not possible for hotel workers to provide high-quality and standard education to their children, which has created a fear that this vicious cycle of poverty will continue.

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