

MOTHERHOOD - A GLASS CEILING FACTOR ASSESSING WITH RESPECT TO LEADERSHIP PROGRESSION OF WOMEN IN STAR HOTELS OF MUMBAI

Anjali Ambetkar (Chatterton)

Research Scholar

Faculty of Hotel Management

Pacific Academy of Higher Education and Research University, Udaipur

ABSTRACT

Glass Ceiling refers to visible and invisible obstructions that stress the restriction of upward progress of women from climbing the success stepladder at a managerial level. Glass ceiling is the corporate term which basically given word means invisible barriers for women which let them stop to attain heights of success. The glass ceiling is a popular metaphor for explaining the lack of ability of many women to advance in their career and profession, regardless of their credentials or accomplishment.

Hospitality industry is globally treated as economy vehicle. In spite the considerable boost in the existence of women in the hotels, the entry for women into higher hierarchy remains limited. These obstacles result in preventing women from securing the most esteemed and prestigious positions in workforce.

There are many personal, organizational and societal factors that contribute as a hindrance for women to advance in their career progression in spite of having managerial skills with special reference to the star hotels of Mumbai. Motherhood- is one of the personal factors responsible for the existence of Glass Ceiling that obstructs the leadership progression of women in Hotel Industry. Indian women have a desire to work in hotel industry but the challenges they face are enormous and hence almost diminishing from the employment graph. These barriers need a serious consideration and serious look into it.

Keywords : Glass Ceiling, Motherhood, Leadership, Leadership Progression of Women, Hospitality Industry, Star Hotels.

INTRODUCTION

Hospitality industry is globally treated as economy vehicle and also offers independent income generating activities. It has lead the way to design and influence financial and social economics of nations. In the Hospitality business there is a realistically soaring demand of capable women employees. Being the largest recruiter of women employees, this sector reflects 5-10% increase in intake of women employees. Recruiting women employee in hotel has a “Mental Block” (Mind Set) Problem. Indian women have a desire to work but the challenges they face are enormous and hence almost diminishing from the employment graph. Despite of a favorable scenario women remain underrepresented in hotel industry and these barriers need a serious consideration and serious look into it.

WHAT IS GLASS CEILING?

Glass Ceiling refers to visible and invisible obstacles that stress the limitation of upward progress of women from

climbing the success ladder at a managerial level. (Osibanjo Adewale Omotayo, Iyiola Oluwole Oladele, Anthonia Adenike, 2013). Glass ceiling is the corporate term which basically given word means invisible barriers for women which let them stop to achieve heights of success. (Yadav, Radha Khanna, Ashu, 2014). The glass ceiling is a popular metaphor for explaining the inability of many women to advance past a certain point in their occupations and professions, regardless of their qualifications or achievements. (Smith Paul, Caputi, Peter and Crittenden, Nadia, 2012). In spite the significant boost in the existence of women in the hotels, the entry for women into higher hierarchy remains limited. These obstacles result in preventing women from securing the most esteemed and prestigious positions in workforce.

Mumbai the capital city of Maharashtra state is a chief financial hub of India. Mumbai is a cocktail mix of traditions, cultures, customs, and diversities and attracts numerous business travelers growing and executives. It is famous for its art, music, culture and sightseeing and

hence enough to fall in love with it. With rapid urbanization and soaring living cost, the dual-earner families are growing in Mumbai.

Hospitality Industry demands 24/7 operations and many women working for various departments like Food and Beverage Production, Bakery, Food and Beverage Service, Housekeeping, Front Office etc hence fail to maintain work life balance as one has to be on toes for long hours. Working on holidays and weekends also bring boredom and Holiday work has its own disadvantages for women working as hospitality professionals; they have to be on duty away from their families. It gets extra stressful and takes a psychological toll as going to work on festival day when most other people get to relax and have an off day. Moreover, sometimes the shifts are abnormal like the evening, break, panzer and graveyard shifts when the women employees are expected to travel back home at odd hours. Although, hotels in India provide home drops for ladies working in late shifts, such service is generally not available for women residing far or in suburbs. Therefore sometimes the ones staying far prefer to wait back in the hotel till early morning which further reduces their break timings. Understanding the role of women, who majorly make up for the hospitality workforce globally, is most prevalent matter. Eliminating gender discrimination, making a safe environment for women, improving the service standards, encourage women to stick to the job are some of the key issues a hotel industry is facing now. Strategies to retain women employees within the higher ranks in hotels have now become a matter of grave concern. The above mentioned observable facts of obstructing women's upward growth to senior management positions are referred as The Glass Ceiling.

Further, this research has a purpose to explore Women's Scarcity in Senior Management level in the five star hotels. The study will suggest the importance of realistic scrutiny and to provide the need of satisfactory motivational methods to retain women employees of five star hotels.

THE GLASS CEILING FACTORS

The purpose of this study is to know the effects of Personal, organizational and societal factors, in women's rise up the five star Hotel organizational ladders through the epistemic concept of the glass ceiling phenomenon. The secondary aim is to determine how the glass ceiling effect results in women's failure to the secure equal representation in high ranking managerial positions in comparison to males. The study intends to come up with pragmatic evidences to advance rational justifications and

support for the hotel organization to manage their workforce with the sense of equality. At the same time will enhance identifying the need of specific incentives to be reformed for women employees in hotels.. These identified factors contribute more hindrance to the career advancement opportunity for women that prelude the woman employee to get promoted in the work place and that the glass how fast one can climb the hierarchy with gender issues, Job Characteristics, work life balance, family concerns, work timing and motherhood in order to create the glass ceiling for women in Indian hotel industry.

The first reason for a woman is Marriage. This is likely to take place once a girl completes her graduation or any other relevant studies as marriage is down the road followed by motherhood and then bringing equilibrium to motherhood with a certified career is a major dilemma. A Lady in a family is considered as a back bone and hence her job profile and family life demand need great deal of balance. With rapid urbanization and soaring living cost, the dual-earner families are also growing and therefore work-family conflict issues have also increased. Women play a fundamental role both in their families and society. Harmonizing one's responsibility to community and to family is no easy task and for each woman to cope with and this differs from person to person. Never ending "to do Lists", Consistent Multitasking, Being active 24 X 7& many more are the default set points of modern society. Only a woman is expected to sacrifice her time, ambition and her own individual identity to balance home and work.

Motherhood- Being a mother is the most cherished experience a woman ever has. She skips a heartbeat listening to the first cry of her baby. Life doesn't remain a bowl of cherries it rather becomes a ride in a boat. Few inches above the water line and sometimes below. Motherhood is not a sacrifice but an advantage. It is the glorious life force. - One that women selfishly choose often, and nostalgically more than once with preplanning. Many women set aside a period of 5 to 7 years to resume work. Many career oriented women find this sabbatical and resuming work very challenging, overwhelming and treat it as a turning point of their career. It is believed that 'women underestimate the cost of motherhood'. As working mothers, one has to constantly make choice between home front and work as both demands the presence of a woman around the clock. As they grapple to decide between career and personal aspirations, managing this dilemma of how to be a good mother and have bright career leads to individual trajectory which den directly or indirectly supports glass ceiling (Dambrin, Claire & Lambert, Caroline, 2007).)That is why it is predictable

that qualified women who have invested so much in education will face lot of problems as perfection is at topmost priority at home and work.

EFFECTS OF MOTHERHOOD

Goodbye Career

Motherhood strengthens sense of gratitude and devotion. One needs to be clear to do parenthood in their own way – and not according to society's expectations. There comes a phase of comparison when a woman has to select between mommy track and her successful career. The former takes priority for many as it is predicted the reason for the latter to exist. Many of us believe that the children are better off with at least one parent at home. And this sentiment is widely held as a cultural belief too, hence quickly helps woman to derail her career with best intentions. She faces gossip, crooked laugh, remarks, and starts to pretend and compares herself with those who reject or postpone the motherhood and are considered for elevations, promotions and increments as it is believed that these career oriented women do not have pending responsibilities at home. And with the mother needs with their children will deny new opportunities, projects because her attention is now divided

Stay at home Mom

There is no replacement for hard work. Many professionals reject motherhood entirely or some delay child bearing for so long that they are forced to then experience motherhood through assisted pregnancy. Some choose not to work at all, representing a loss to collective investment in talent. But a choice must be made. Motherhood and work can co exist in most positive and revitalize manner. To support the childcare- women are still disproportionately tasked with childcare duties. Where you are headed is much more important than what you have left behind. We can't be afraid of change. One may feel very secure in the pond that you are in.

Societal Norms Always Sting

Society is us, our thoughts, our actions, our friends, our relatives. How we act/ react to a situation creates an environment and eventually our environment gives us positive and negative vibes. Society has an uncanny knack of ever influencing our decisions, but how we stand our ground speaks volume of our own self and character.

Try not to take things personally. What people say about you is a reflection of the extent and depth of their thoughts which may be completely averse to the truth. Situations, circumstances, conditions, priorities may change or stay

for a longer time. But the perception needs to be changed. Pretentious behavior is self destructive. The very thought of having your life controlled and governed by people's thought who continuously take potshots at your lifestyle and choices does not help one in the process. This generally has an impact on our choices which may not be in line with our needs or wants.

People who say you are shallow are the ones who only see one side of you more so in all probability that is the side they want to see. Be busy creating your own fulfillment, you won't feel the need to seek it from others. We women should break free from such perceived notions and seek self fulfillment. No one apart from your own self is interested in your growth. People find it very convenient to be judgmental rather than being empathetic to the whole process.

Profession for accomplishment not just remuneration

There's is a story behind every woman. There is a reason why they are the way they are. The intent should not to step on anybody's toes. Just be in line. A Job is job. It's a way to pay for a living. Don't let it define your happiness. You work to live, not live to work. Work on what makes you happy. Fulfillment, a word with immense meaning and satisfaction. Being a fulfilled person demands a lot. Many a times taking decisions against everything around, being rationale in your thinking and being able to convey the message to people around. Achieving your goal against all odds gives us a feeling of immense fulfillment.

Skills to fill up the emptiness

Long gap from work can consume any well minded woman and drag her into gloominess. Having feelings of dejection and melancholy are common in the human mind. They can take place at any given point of place and time. Be Strong. Face your challenges. Never give up. The more you delay something, the more nervousness, hassle and pressure will linger over you. Be tolerant and optimistic that every problem will be solved. Every woman is unique and precious in this world. And Time is a great therapist. We become aware of the void as we fill it.

Care for dependent children continues to be the major responsibility for women and many women feed and believe that family responsibilities are barrier to their advancement. Situations or people, who pin a woman down, weaken her inner strength, either by words or actions are inevitable. One ought to display calmness and diplomacy in those moments to avoid the negativity. Such challenges are better than misery. So look up find and shine with purpose; everything you have been looking for is inside you. Be not afraid of going slowly. Be afraid only of

standing still. Belief in abilities goes a long way in self-motivating oneself. The very fact that multitasking abilities for a woman who balances work and home is much higher than their male counterparts is a point that should not be ignored. Women excel in all strata of life and there are obvious examples and quite a lot of emerging female leaders who are point of reference.

Have a preference for Integration over balancing act.

Balance is an ability to combine different elements in equal and correct proportion and to remain steady and To Integrate is the process of attaining close and seamless connectivity, coordination between different groups of people. Work smartly to get the most important work done and then prioritizing the rest of your work relative to your personal and family needs.

CONCLUSION

A critical cause of high female employee turnover, poor morale, and ultimately low performance and commitment has become a big concern among hotel female employees. Balancing work and role demands is becoming graver for hotels operations for female managers and workers. Round the clock nature of operations in hotel industry makes it tougher. Many mothers find it easy and convenient to be with their children, rather than battering in between work and home. This obstacle in women's career needs an attention as working mothers need consideration from the management to combine work and family. Flexibility in work hours may allow the new mother to bond with her baby during critical time while also adjust back to work. If the company strikes a right balance between offering a flexible schedule the leadership channel remains open and woman may have an opportunity to advance. There are ways to climb the wall, but it takes more than just the determination of career-driven mothers. Managers in the office and partners at home must engage and explore the steps necessary to accelerate a working mother's career while helping her integrate family life. Many women are perfectly capable of drawing the necessary lines needed to maintain a successful career trajectory and have children. hard

Let the maternal wall not be thickened for Glass ceiling and it is possible to shatter and not become a hindrance

REFERENCES

- Osibanjo Adewale Omotayo, Iyiola Oluwole Oladele, Anthonia Adenike (2013), Glass Ceiling and Female Career Advancement- A study of the Nigeria Police.
- Rajendra Dhobhal, Neha Lakhani, Kamal Ghanshaia

- (2017) ICHT 2017 - Conference on Trends, Issues and Women in Hospitality and Tourism Industry.
- Aditi Bisht (2017), Leadership Perspective of women at the Hospitality Industry. ICHT 2017- Conference on, Trends, Issues and Women in Hospitality and Tourism Industry.
- Ashish Spencer (2017), Women empowerment through tourism and Hospitality Industry in Dehradun ICHT 2017- Conference on, Trends, Issues and Women in Hospitality and Tourism Industry.
- Yashveer Rawat, Ashish Dhyani (2017) Work- Family Conflicts and Job Performance : A study focusing Female workforce of Hospitality Industry in Dehradun District ICHT 2017- Conference on, Trends, Issues and Women in Hospitality and Tourism Industry.
- Yashveer Rawat, Ashish Dhyani (2017) : Employer's expectations VS. Employees' competencies: A comparative study on female employees in selected hotels of Mussoorie. ICHT 2017- Conference on, Trends, Issues and Women in Hospitality and Tourism Industry.
- Rajiv Mishra, Namrata Mishra (2017) : The mediating effect of employee engagement on work-life balance and job performance among women workforce in Indian Hospitality industry. ICHT 2017- Conference on, Trends, Issues and Women in Hospitality and Tourism Industry.
- Anil Lakhera, Himali Lakhera (2017) : Issues and challenges among the female employees of India Hotel Industry. A case study of NCR hotels tourism development and women. ICHT 2017- Conference on, Trends, Issues and Women in Hospitality and Tourism Industry.
- Mousumi Dasgupta, Himanshu Sharma (2017) : Under presentation of female in gender leadership: A Study ICHT 2017- Conference on, Trends, Issues and Women in Hospitality and Tourism Industry
- Claire Dambrin & Caroline Lambert, (2007) : Motherhood: The key to the glass ceiling? The case of the big four in France
- Mary Beth Ferrante, (October, 2018) : Before breaking the glass ceiling, women must climb maternal wall.
- Christina Frank, (October 2015) : Is there really a Glass Ceiling, or is motherhood just more rewarding than a career for women?
- Radha Yadav , Ashu Khanna : Existence of Glass Ceiling in India- (2014)
- Paul Smith, Peter Caputi, Nadia Crittenden (2012) Maze of metaphors around glass ceilings