

Scope of PWD in Hospitality Industry

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Abstract

There are ample job opportunities available throughout the world in the hospitality sector due to its rapid growth. Nevertheless, the employment of Persons with Disabilities (PWD) faces numerous social, infrastructural, and policy barriers. This research studies the employment opportunities available for PWD in the hospitality sector by examining employment levels, provision of accessibility, and supporting the business case for an inclusive workforce. The research studies how hotels, restaurants, and other tourism ventures can provide PWD with an appropriate workplace with supportive devices and specially designed training courses. In particular, providing assistance to enhance the scope of PWD focuses on government policy, corporate social responsibility (CSR), and gradual changes in social thinking. This research seeks to identify the barriers and strategically overcome them in order to foster a more inclusive and diverse hospitality industry.

Chapter 1: Introduction

1.1 The hospitality industry is well-known worldwide, and provides a large chunk of employment opportunities in different parts of the world. Nevertheless, the sector also faces employment gaps like inclusiveness for Persons with Disabilities (PWD). The field of hospitality is not only an industry with great potential for economic development but also serves social value through enhancing equity and PWD inclusion. This research study will assess the nature, prospects, and obstacles encountered by Persons With Disabilities (PWD) in the hospitality industry as relates to their employment, accommodations in the workplace, and existing legislation.

1.2 Research Objective

1. To analyze employment opportunities available for PWD in the hospitality industry.
2. To assess workplace accommodations provided for PWD.
3. To evaluate policies and regulations supporting PWD employment.

Chapter 2: Literature Review

S.N O.	TOPIC	YEAR AND AUTHOR	JOURNAL	FINDINGS
1.	Why Should Employers Hire People with Disabilities? – A Review of Benefits for the Hospitality Industry.	Vashishth, Amit, Jhamb, Deepika (2021)	EBSCO	This study suggests that benevolent HRM practices for PWDs may prove beneficial for the brand value and customer loyalty in the long run. Meanwhile, HR managers need to be more practical and creative while formulating disability-inclusive initiatives. (Vashisth, 2021)
2.	Workplace Inclusion: A Study on PWD in Hospitality	Smith, J. (2018).	Journal of Hospitality and Inclusion Studies	The research highlights the challenges and opportunities associated with employing PWD in hospitality settings, emphasizing the importance of inclusivity for promoting diversity and social equity within the industry. (Smith, 2018)
3.	Diversity in Hospitality: Barriers for Disabled Individuals	Williams, R. (2019)		The study finds that while some organizations have made progress, systemic barriers still limit opportunities for PWD in the industry. It suggests that targeted training programs, policy reforms, and infrastructural changes are necessary for greater inclusivity (R., 2019)
4.	Accessibility and Employment: Hospitality's Approach to PWD	Chang, L. (2020)		The research findings indicate that while companies are gradually implementing accessibility measures, there remains a lack of standardized policies and sufficient training programs. The study suggests that increasing awareness among employers and enhancing infrastructural accessibility are key steps toward improving PWD inclusion in hospitality employment. (L., 2020)
5.	PWD in Hotels: Opportunities and Challenges	Oliver Chikuta, Lovemore Rutendo Chitambara, Phanos Matura (2023)	Review of Disabilities Studies: An International Journal	while some hotels have adopted inclusive hiring policies, many still struggle with accessibility and workplace integration. The research highlights key obstacles such as inadequate infrastructure, lack of training programs, and biases among employers. It suggests that increased awareness, better regulatory frameworks, and targeted skill

				development initiatives could significantly improve the employment prospects of PWD in hotels (Oliver Chikuta, 2023)
6.	Inclusive Tourism and the Role of PWD.	Brown, K. (2021)		while some tourism businesses have implemented accessibility measures, many still lack proper infrastructure and training programs for staff. The study highlights the importance of policy enforcement, inclusive tourism marketing, and adaptive services to ensure a seamless travel experience for PWD. (Brown, 2021)
7.	The Role of CSR in Providing Employment Opportunity to Persons with Disabilities	Jay Pandya (2021)	SSRN	The Government (Central/State/Local) has taken several initiatives in association with Corporate-Houses and NGOs to strengthen them physically and economically. However, physical accessibility to buildings, transportation, and services remains a major challenge to them. This leads to a much higher unemployment ratio for persons with disabilities. Enabling and strengthening mobility of the PWD population and giving technical education and skills would empower them to get jobs/businesses and sustain themselves financially. (Pandya, 2021)
8.	Hiring People with Disabilities: The Business Benefits and Social Impact	2024	Atypical Advantage	Ultimately, embracing disability inclusion drives organizational success and societal advancement in addition to being the morally correct thing to do. It also makes sound commercial sense. (Hiring People with Disabilities: The Business Benefits and Social Impact, 2024)

2.2 Research Gap

Despite existing literature on workplace diversity, there is a gap in specific data regarding the employment trends of PWD in the hospitality industry. There is also limited research on how companies are actively creating policies for PWD inclusion and the effectiveness of government interventions.

Chapter 3: Research Methodology

3.1 Research Design

“Scope of PWD in Hospitality Industry” is a mixed-method research design that integrates explanatory and descriptive approach.

3.2 Research Questions

1. What are the key challenges faced by PWD in the hospitality industry?
2. How inclusive are hospitality businesses in terms of hiring PWD?
3. What strategies can be implemented to improve PWD employment in the sector?

3.3 Sampling Design

The research aims to explore and aims to explore and explain what are the scopes for PWD in Hospitality Industry. A mixed-method approach will be employed, incorporating both quantitative and qualitative data to gain a comprehensive understanding of the current state and potential improvements.

3.4 Sampling Method

A stratified random sampling technique was used to ensure diversity in the responses. The sample included hotel chains, restaurants, and travel agencies employing PWD.

- Study Location – Udaipur was selected due to presence of many 5-star hotel properties.
- Target Population – Study includes Employees of hospitality sector, including HR managers and PWD employees
- Population Size – A number of employees and HR Managers of reputed 5star hotels and their few PWD employees are willing to participate in the study.
- Sample Size - Surveys were conducted among 67 hospitality sector employees, including HR managers and PWD employees, to gather insights into employment trends and challenges faced.

3.5 Data Collection Methods

This research employs a mixed-methods approach, including surveys and secondary data analysis.

3.5.1 Quantitative Data – Structured questionnaires were used to administer hotel staff and their PWD employees. The survey will cover aspects such as the key challenges faced by the PWD employees in hospitality sector. What facilities they would like to incorporate to make a suitable work environment for PWD? And what current norms and policies are they enjoying while working in a hotel.

3.5.2 Qualitative Data - Secondary analysis is a research methodology in which pre-existing data are used to investigate new questions or to verify the findings of previous work. It can be applied to both

quantitative and qualitative data but is more established in relation to the former. Secondary data, obtained from literature reviews and existing reports, will supplement the primary data, providing a broader context for analysis.

3.6 Data Processing Tools

Data processing was an intermediary stage between collection of data and their analysis and interpretation. I was included editing, coding, classification and tabulation of the data collected so that they were amenable to analysis during data processing and resulted meaningful conclusions

➤ **Editing and Checking**

Editing is the initial stage in data processing. It involves examining the collected data to detect errors, inconsistencies, and omissions. The process ensures that the data is accurate, consistent, and complete, substituting or correcting values as needed for further analysis.

➤ **Percentile Method**

Percentiles represent the values below which a certain percentage of the data falls within a dataset. In this study, the percentile method will be used to analyze survey responses, indicating the percentage of participants selecting specific options to highlight trends and preferences.

➤ **Tabulation of Data**

The collected data will be systematically organized into tables using MS Excel and MS Word for clarity and ease of analysis. Tabulation involves arranging data in rows and columns, enabling summarization through frequency distributions and cross-tabulations. Cross-tabulation will help identify relationships and trends between variables, while frequency distribution will allow for simple comparisons across different datasets.

3.7 Ethical Considerations

- **Informed Consent:** All participants will be informed about the purpose of the research, their role in it, and their right to withdraw at any time. Written consent will be obtained.
- **Confidentiality:** Participant anonymity will be maintained, and data will be kept confidential. Findings will be reported in a manner that does not allow individual participants to be identified.
- **Approval:** Ethical approval will be sought from the relevant institutional review board or ethics committee before commencing the study.

3.8 Validity & Reliability of Instruments

Validity and reliability of research instruments will be ensured through pre-testing, expert reviews, and consistent data collection protocols

3.9 Data Visualization

The data collected was analyzed using statistical tools, and results are presented in tabular and graphical formats for better comprehension.

Chapter 4: Data Analysis and Interpretation

Q1. Age Group

Age	Frequency (68)	Percentage
Below 20	12	18
21-40	30	44
41-60	21	31
Above 61	5	7

Table 1.1 Age

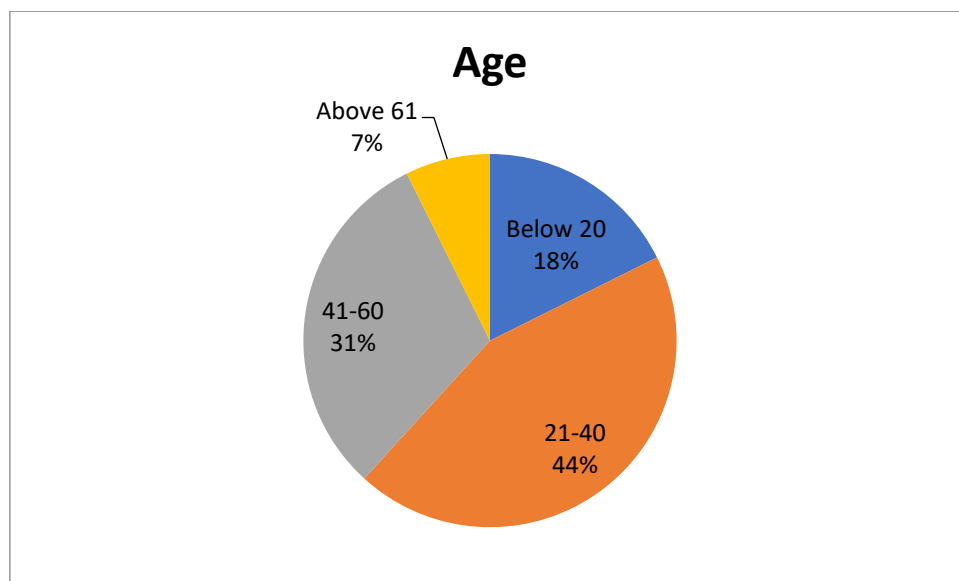


Figure 1.1 Age

Inference

The majority of respondents (44%) fall within the 21-40 age group, indicating that this demographic is the most represented. The 41-60 age group follows with 31%, while younger individuals below 20 make up 18%. The least represented group is those above 61 years, accounting for only 7%, suggesting lower participation or interest from older individuals.

Q2. Gender

Gender	Frequency	Percentage
Male	40	59
Female	28	41
Prefer Not to Say	0	0

Table 1.2 Gender

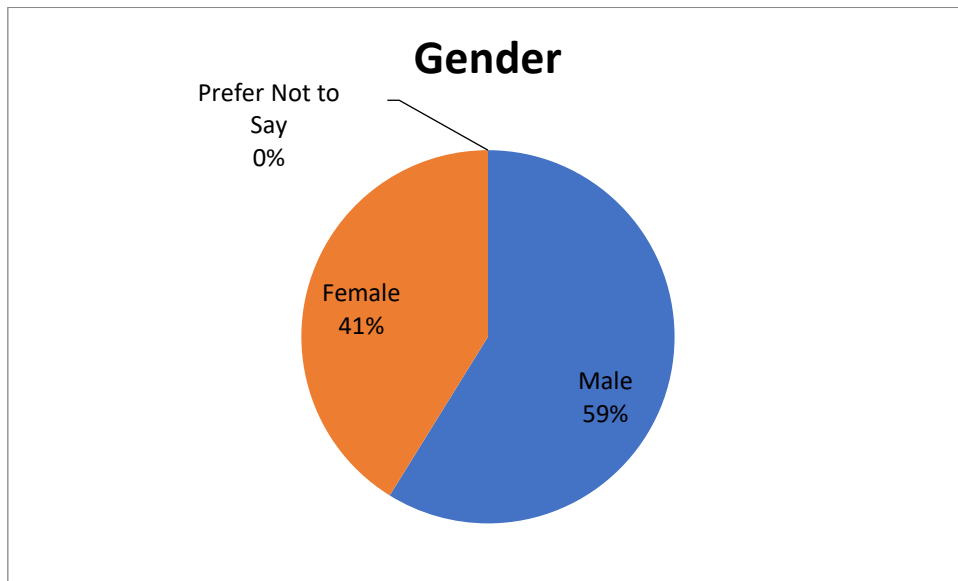


Figure 1.2 Gender

Inference

The data indicates that the majority of respondents are male (59%), while females constitute 41% of the total. No respondents preferred not to disclose their gender, suggesting a straightforward gender distribution without non-binary or undisclosed identities in this sample.

Q3. Do you think the hospitality industry provides sufficient opportunities for PWD

Sufficient Opportunities	Frequency	Percentage
Yes	44	64
No	16	24
Not Sure	8	12

Table 1.3 Sufficient Opportunities

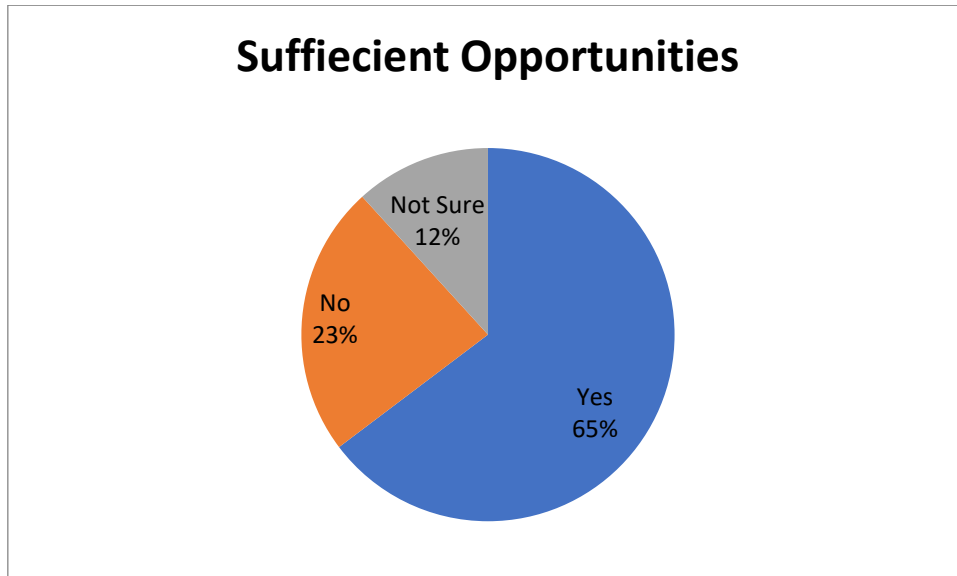


Figure 1.3 Suffiecient Opportunities

Inference

The data suggests that a majority of respondents (64%) believe there are sufficient opportunities, indicating a positive outlook. However, 24% feel that opportunities are lacking, while 12% are uncertain, reflecting some level of ambiguity or lack of awareness among a portion of the respondents.

Q4. Do you think the hospitality industry provides sufficient training and support for PWD?

Training and Support	Frequency	Percentage
Yes	37	54
No	18	27
Not sure	13	19

Table 1.4 Training and Support

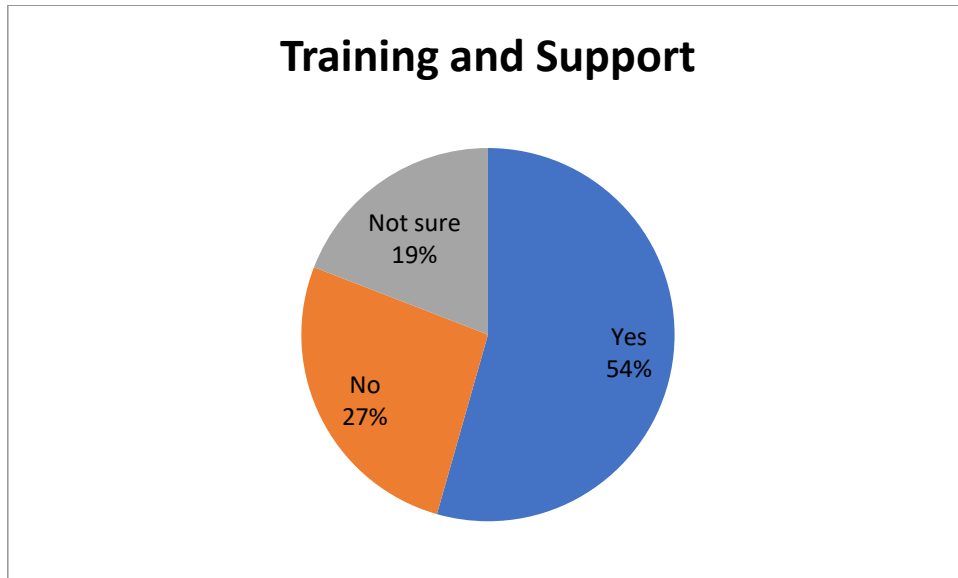


Figure 1.4 Training and Support

Inference

The data indicates that 54% of respondents believe they receive adequate training and support, suggesting a generally positive perception. However, 27% feel that training and support are insufficient, while 19% are uncertain, highlighting a need for better clarity or improvement in training programs.

Q5. In your opinion, which areas of the hospitality industry are most accessible for PWD?
 (Select all that apply)

Accessible Area	Frequency	Percentage
Front Desk/ Reception	17	25
House Keeping	19	28
Kitchen	11	16
Customer Service	11	16
Event Management	24	35
Administrative Roles	12	17
Other	0	0

Table 1.5 Accessible Area

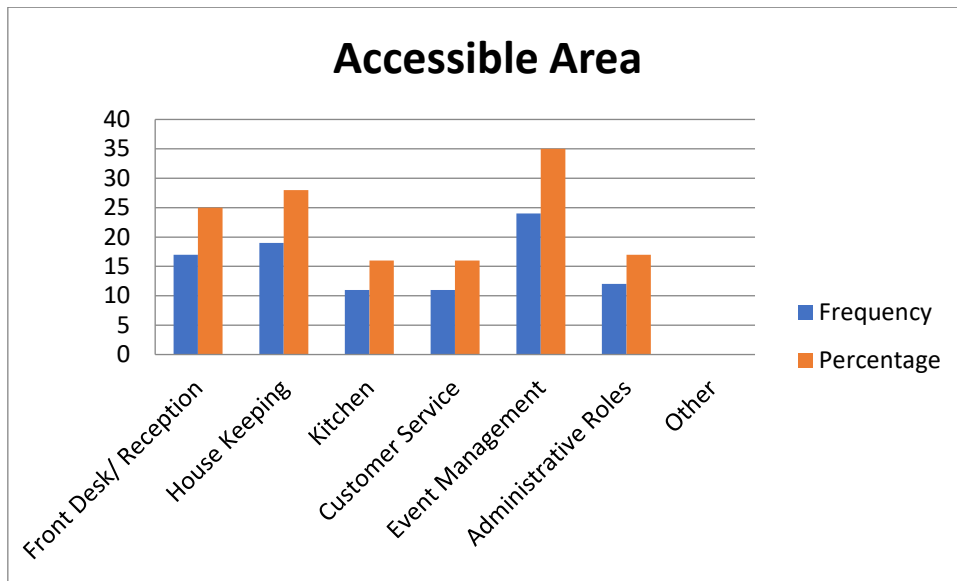


Figure 1.5 Accessible Area

Inference

The data suggests that event management (35%) and housekeeping (28%) are the most accessible areas for respondents. Front desk/reception (25%) also sees significant accessibility, while kitchen (16%), customer service (16%), and administrative roles (17%) have relatively lower representation. No respondents selected "Other," indicating that the listed areas cover most accessibility options.

Q6. Have you or anyone you know with a disability worked in the hospitality industry ?

Disability Worked	Frequency	Percentage
Yes	44	65
No	24	35

Table 1.6 Disability Worked

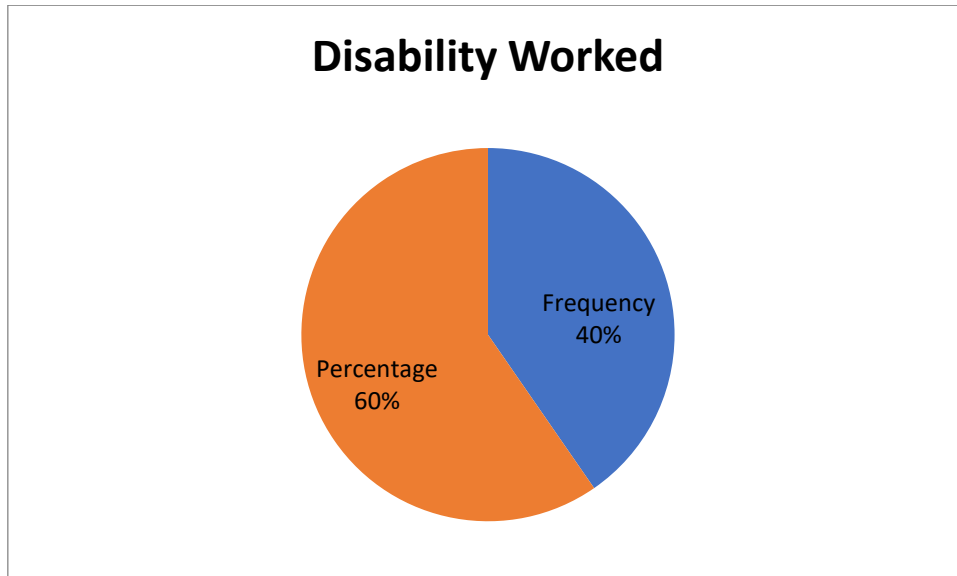


Figure 1.6 Disability Worked

Inference

The data indicates that 65% of respondents have worked with individuals with disabilities, suggesting significant exposure to inclusive work environments. However, 35% have not had such experience, highlighting potential areas for increased awareness and inclusion efforts.

Q7. If yes, what challenges did they face? (Select all that apply)

Challenges	Frequency	Percentage
Accessibility Barriers(Ramps, Elevators,etc.)	12	17
Lack of Inclusive Hiring policies	17	25
Work Place Discrimination or Biasedness	22	33
Difficulty in Performing Certain Task	27	39
Lack of training Programs for PWD	10	15
Other	0	0

Table 1.7 Disability Worked

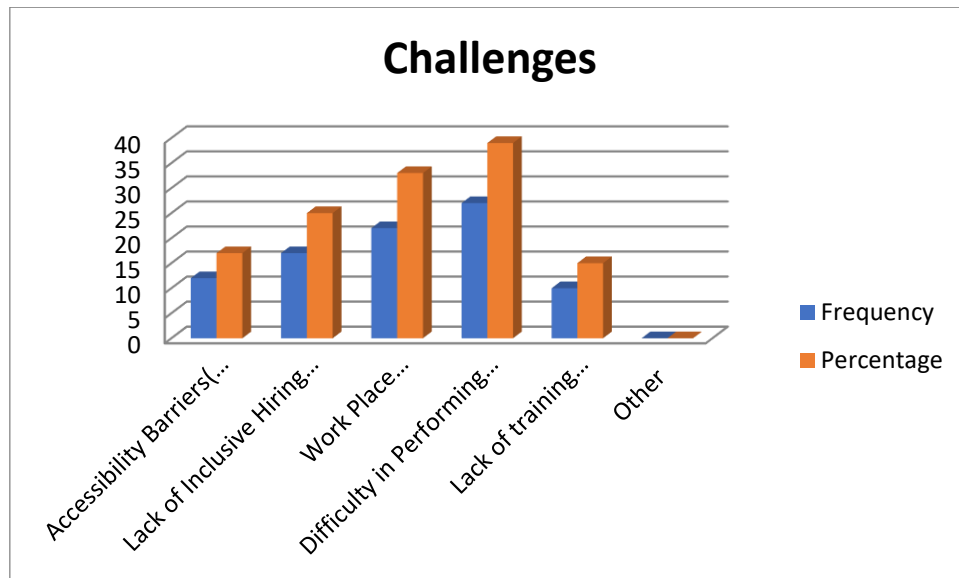


Figure 1.7 Disability Worked

Inference

The data highlights that the most common challenge faced is difficulty in performing certain tasks (39%), followed by workplace discrimination or bias (33%). Lack of inclusive hiring policies (25%) and accessibility barriers (17%) also pose significant concerns. Additionally, 15% of respondents feel that there is a lack of training programs for persons with disabilities (PWD). No respondents selected "Other," indicating that the listed challenges effectively capture key issues in workplace inclusion.

Q8. What measures can the hospitality industry take to be more inclusive for PWD? (Select all that apply)

Measures in Hospitality industry	Frequency	Percentage
Providing Assistive Technologies	35	52
Offering Specialized Training programs	23	34
Improving Accessibility in work places	20	30
Encouraging Diversity and inclusion policies	12	18
Other	0	0

Table 1.8 Measures in Hospitality industry

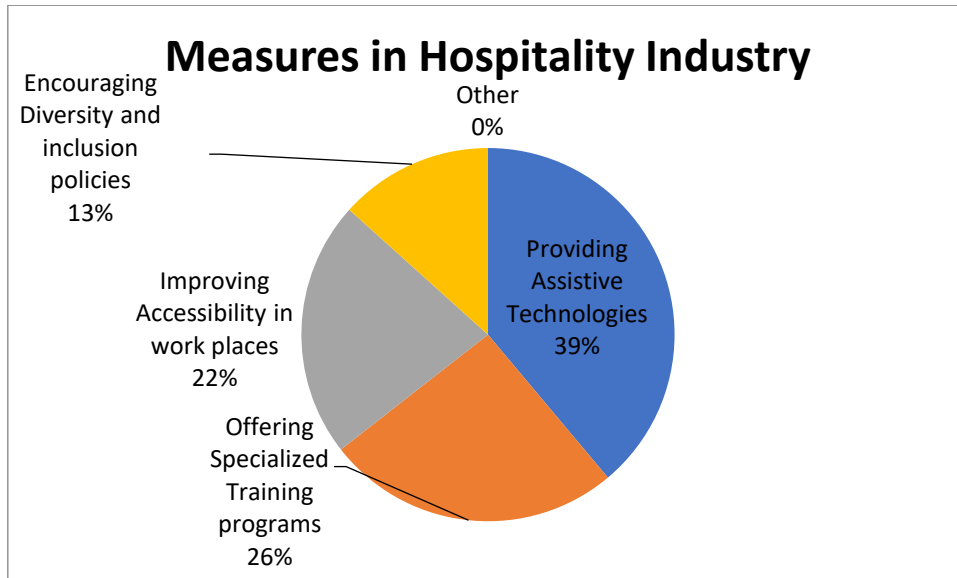


Figure 1.8 Measures in Hospitality industry

Inference

The data suggests that the most common measure adopted in the hospitality industry is providing assistive technologies (52%), indicating a strong focus on technological support for inclusivity. Specialized training programs (34%) and improving workplace accessibility (30%) are also significant efforts. However, encouraging diversity and inclusion policies is the least implemented measure (18%), suggesting a potential area for improvement. No respondents selected "Other," indicating that these measures comprehensively address key industry practice.

Q9. Would you support initiatives that promote PWD employment in hospitality?

Support Initiatives	Frequency	Percentage
Yes	50	74
No	7	10
May be	11	16

Table 1.9 Support Initiatives

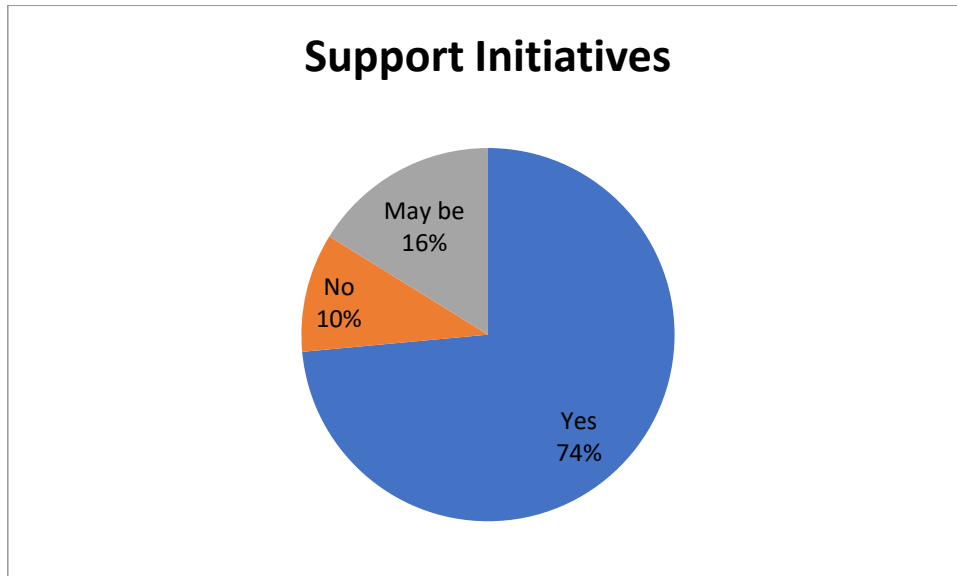


Figure 1.9 Support Initiatives

Inference

The data indicates that a majority of respondents (74%) acknowledge the presence of support initiatives, reflecting a positive outlook on inclusivity efforts. However, 10% believe there are no such initiatives, while 16% are uncertain, suggesting a need for greater awareness or better implementation of support programs.

Chapter 5: Findings, Limitations, and Conclusion

5.1 Limitations of the Research

- This study is specific to the Indian context and may not be representative of other countries and cities.
- Sample size of the study was small as not a lot of people are still not aware about the initiatives taken by the management to increase PWD participation.
- As PWD comes from a minority segment not a hole lot of people are aware of the benefits and policies introduces to support them.
- Lack of PWD in the target population area lead to limitations.
- Resources and financial boundary

5.2 Scope for Further Research

- A deeper analysis of industry-specific policies affecting PWD.

- Comparative study across different regions or countries.
- Longitudinal research on career progression of PWD in hospitality.

5.3 Findings

- The data shows that 54% of respondents believe they receive adequate training and support, indicating a generally positive perception of the training programs.
- Survey confirms that there are sufficient opportunities, indicating a positive outlook for PWD.
- Event management (35%) and housekeeping (28%) are the most accessible areas for respondents, indicating these roles have higher inclusivity.
- The data indicates that 65% of respondents have worked with individuals with disabilities, suggesting significant exposure to inclusive work environments.
- The data indicates that a majority of respondents who participated in the survey acknowledge the presence of support initiatives, reflecting a positive outlook on inclusivity efforts.

5.4 Suggestions

1. Implementation of standardized policies for PWD employment.
2. Increased awareness and training programs for employers.
3. Government incentives for businesses hiring PWD.

5.5 Conclusion

The study concludes that while there are efforts to integrate PWD into the hospitality industry, more structured policies and better workplace accommodations are needed. Employers and policymakers must work together to enhance accessibility and inclusion.

References

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Appendix

Questionnaire

Q1. Name

Q2. Age Group

- Below 20
- 21-40
- 41-60
- Above 61

Q3. Gender

- Male
- Female
- Prefer not to say

Q4. Do you think the hospitality industry provides sufficient opportunities for PWD

- Yes
- No
- Not Sure

Q5. Do you think the hospitality industry provides sufficient training and support for PWD?

Yes

No

Not Sure

Q6. In your opinion, which areas of the hospitality industry are most accessible for PWD? (Select all that apply)

- Front Desk/Reception
- Housekeeping

- Kitchen
- Customer Service
- Event Management
- Administrative Roles
- Others

Q7. Have you or anyone you know with a disability worked in the hospitality industry?

- Yes
- No

Q8. If yes, what challenges did they face? (Select all that apply)

- Accessibility barriers (ramps, elevators, etc)
- Lack of inclusive hiring policies
- Workplace Discrimination or bias
- Difficulty in performing certain tasks
- Lack of Training programs for PWD
- Other

Q9. What measures can the hospitality industry take to be more inclusive for PWD? (Select all that apply)

- Providing assistive technologies
- Offering specialized training programs
- Improving accessibility in workplaces
- Encouraging diversity and inclusion policies
- Other

Q10. Would You Support initiatives that promotes PWD employment in hospitality

- Yes
- No
- Maybe