

Health at Risk Behind the Service: A Critical Review of Occupational Hazards among Hotel Workers

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Abune et. al. (2020), the authors have illustrated that the “Epidemiology of occupational injuries in Ethiopian hotel industry in Ethiopia: A cross-sectional study”, which highlights about the epidemiology of occupational injuries in international brand hotels. An institutional cross-sectional study was conducted among 330 workers using a systematic random sampling method. And the data were analysed by using Epi Data and SPSS software. The study found that the prevalence rate was very high. Among the variables included in the analysis, having four or less family sizes, low educational background, having work experience of 2 years or less, working in shifts, and having sleep disorders/problems were statistically significant. Authors have recommended that health and safety training and reinforcement to be provided to increase awareness and understand of the risk factors at the workplace. But the author left a lacuna by not discussing in detail about the economic conditions and consequences of such workers to prevent the shortcoming.

Park, et. al. (2017) studied on “Vulnerability of employees in businesses with fewer than five workers (micro-enterprises) to occupational safety and health problems” talks about occupational safety and health (OSH) issues. Authors emphasised that the relative to larger businesses, micro-enterprises employ more women, temporary workers, and older workers (>55 years). Key sectors of such employment included the sectors of “wholesale and retail trade”, “hotel and restaurants.” The study finds that lower skilled workers in such micro-enterprises are more frequently reported that the exposure to ergonomic risk factors, subsequent musculoskeletal disorders, and experienced a much higher fatality rate due to occupational injuries. The author left the way by not conducting research in primary way and considered only secondary data analysis and they only talks about the occupation safety

and health issues and failed to discuss about their socio economic conditions and medical expenses.

Gawde, *et. al.* (2016), The authors studied on “Chronic disease risk factors among hotel workers”. The important Objectives of this study include finding risk factor prevalence among hotel workers and studying relationship between occupational group and chronic disease risk factors chiefly high body mass index. A cross-sectional study was conducted among non-managerial employees from classified hotels in India. The risk factor prevalence rates were expressed as percentages. Chi-square test was used for bi-variate analysis. Overweight was chosen as outcome variable of interest and binary multi-logistic regression analysis was used to identify determinants. The final outcomes of the study explain the prevalence rates of tobacco use, alcohol use, inadequate physical activity and inadequate intake of fruits and vegetables were 32%, 49%, 24% and 92% respectively among hotel employees. Prevalence of chronic disease risk factors is high among hotel workers. Risk of overweight is significantly high in food preparation and security departments and workplace. The author only illustrated the long term chronic disease risk factors and didn't discuss their short term diseases and risk factors and in this study was completely based on classified hotel workers and didn't gather details about unclassified hotels and their employees health issues.

Rajini, *et. al.* (2012), the authors have been discussed on “Preventive Methods Used for Health and Safety Hazards in Hotel Industry in Sri Lanka” The Research identified the health and safety hazards, causes of those hazards and the preventive measures that can be adopted to minimise these hazards in the hotel industry. Here author used three step approach; a literature survey, a preliminary study and a detailed questionnaire survey, was carried out to find the objectives of the research. The study identified 'Cuts and Burns' and 'Electrical Hazards' as the most critical health and safety hazards in hotel industry. According to the study the most critical causes for those hazards are 'Open Flames' and 'Contact with Electricity from Machines' respectively. Further, 'Inadequate Instructions' and 'Inadequate Safety Education' could be identified as the most critical factors that affect the overall health and safety hazards in hotel industry. The study recommended to maintain the good housekeeping procedures and preventive methods to overcome from the health and safety hazards. The authors fails to explain the various ways to prevent their health by the hazards effects. And the authors only focused about their effects and causes and left a lacuna by not discussing their socioeconomic conditions and long-term health issues.

Umasuthan, et. al. (2018), the authors explained the “The challenges faced by hotel service industry in Sri Lanka”. The study identified the current key challenges from three different perspectives: Hotel service industry, employees, and guest perception. Here they used Secondary data sources and they are qualitatively collected and analyzed from the travel review websites, blogs, and several other sources. This study conducted interviews with authorities of Sri Lankan Tourism Board, executive officers in hotel management training institutes, and tourists around the Island. The final outcome of the study illustrates that hotel industry has faced issues with limited human resources (HR) and employees’ lack of motivation to provide professional services. The study was completely based on the challenges faced hotel service industry and the authors fails to discuss about consequences and effects faced by hotel workers and the data were majorly based on reviews collected by various authentic materials and need to focus on a detailed case study approach with hotel workers in Sri Lanka.

Wickramasinghe, et. al. (2016) studied on “Adoption of Environmental Management Practices in the Hotel Industry in Sri Lanka”. The above study assessed the adoption of good environmental management practices in the Sri Lankan hotel industry, focusing on energy, water, solid waste and waste water management. The study is based on data from 78 registered hotels in the Western Province of Sri Lanka. Here they obtained primary data on the environmental management practices using a pretested structured questionnaire, cross-sectional data and collected panel data on electricity consumption from the hotels for 2009–2013. The results from Poisson and Probit regression models show that the hotel characteristics and customer characteristics that the highest number of practices, 3.7 on average, adopted by hotels is in energy management. The average number of water management practices is 2.6. Low adoption rates are observed for waste water and solid waste management practices. The study recommended policy perspective to small hotels, independent hotels, and unclassified hotels need to be motivated to adopt good environmental management practices through training, capacity building and financial support. The authors only illustrate about environment management practices and fails to find out how risk factors affect the environment and the author left lacuna by not gathered data on unclassified hotels in west province of Sri Lanka.

Shamil, *et. al.* (2014), the author have been studied on “ Human Resource Management Practices in the Hotel Industry in Sri Lanka” The study explains the pursuit of identifying HRM practices in the hotel industry in Sri Lanka in relation to demographic factors such as ownership of hotel and type of hotels. The major important purpose of the study to find out the ownership is defined as Whether the hotel is owned by a foreign investor or domestic investor. In hotel type is defined as whether the hotel belongs to a hotel chain or an independent hotel. In this study Seventy six hotels responded to the questionnaire belonging to six tourist destinations in Sri Lanka. Overall there are 25 HRM practices in the Hoque’s list. The final outcome of the study emphasizes that there is a significant relationship between the type of hotel and HRM practices. The author discussed HRM practices and ownership details and left the lacuna by not discussing their hotel employees demographic characteristics, socio-economic conditions and health impacts.

Nagendra Kumar, *et. al.* (2020) studied on “Sustainability of hotels: Evidence from tourism industry in Sri Lanka”. The study emphasis the sustainability level of the Sri Lankan hotels in the tourism industry. The study observed that the return on equity has been decreasing in the hotel companies though there is an increasing trend in the tourist arrivals in Sri Lanka(Weerasinghe et al., 2019). Here the study was completely based on secondary data from the annual reports of 34 listed hotels, which are registered in the Colombo Stock Exchange during the last five years (2015-2019). The study applied the Altman’s original Z score model (1968) which is the most accurate and reliable in forecasting the sustainability of the firms by using ratio analysis method. The final outcome of the research illustrates that 91% of the hotels are in the distress zone, 9% safe zone and none in the grey zone. The author fails to approach the study using primary data analysis and the study was conducted only on registered hotels during the years fails to collect the data about unclassified hotels and their employee's socio-economic conditions and their health disorders.

Foley, *et. al.* (1995) studied on "Restaurants, Hotels and Clubs Industry: Occupational Health and Safety Performance Overview, Australia 1991-92," provided a detailed analysis of the occupational health and safety (OHS) landscape within Australia's hospitality sector, focusing specifically on restaurants, hotels, and clubs. The study uses data from the early 1990s to evaluate the trends, hazards and problems encountered by workers in various industries. By examining incidents and injuries, the article presents a statistical overview of OHS performance during that time, providing insight into the areas where safety

measures were insufficient and highlighting the need for improved practices. The study identified critical OHS concerns, such as inadequate safety training, the lack of standardized protocols across the sector, and the high incidence of injuries, particularly in areas related to manual handling, slips, trips, and falls. The report also considers the efficacy of safety laws in force throughout this time period, making recommendations for future improvements in both policy and execution. The author left a lacuna by not discussing the standard of living of such hotel workers and their shortcomings after affecting long-term chronic exposure health diseases.

Esther Garcia Buades, *et. al.* (2024), the authors have been studied on “Psychosocial Work Factors, Job Stress, and Self-Rated Health Among Hotel Housekeepers”. The study explains occupational health issues faced by the Hotel housekeepers face significant high job stress (61.1% prevalence) and poor self-rated health (59.9%). The study was conducted by Cross-sectional survey of 926 hotel housekeepers and Used Copenhagen Psychosocial Questionnaire II and National Health Survey report. The research examines the importance of psychosocial factors affecting hotel housekeepers' job stress and Highlights need for workplace interventions to improve health. The research finds that intense work pace, work–life conflict, emotional demands, and inadequate leadership support, impacting their overall well-being of hotel housekeepers. The author fails to explain what are the psychosocial factors affecting hotel housekeepers, the study was completely based on health risk factors among hotel housekeepers and didn't focus on the economic risk factors faced by hotel housekeepers.

Valeriya Shapoval, *et. al.* (2022), The authors have studied “Occupational Health and Safety of Immigrant Hotel Housekeepers”. This paper Identifies health challenges faced by hotel housekeepers and Suggests management changes to improve worker health and safety. The author used a Cross-sectional survey study with 140 hotel housekeepers in Florida and interviewer-administered surveys with experienced union workers. The final outcome of the study implies that Housekeepers face time pressures, chemical exposures, and physical strains and Poor equipment supplies impact health and safety negatively. The study recommended that the simple changes by hotels can improve workers' health and safety and the hotels should give Proper equipment, inventory, support, and rest breaks to enhance productivity. The author left a lacuna by not discussing their economic analysis of occupational health issues for hotel workers. It focuses on health challenges, work

conditions, and management responses rather than economic factors related to the occupational health of hotel housekeepers.

Ankush Ambardar, *et. al.* (2017), The authors have studied “Occupational Safety and Health of Hotel Housekeeping Employees: A Comparative Study”. This paper explains the Poor execution of Occupational Health and Safety practices in Indian hotel housekeeping and finds the major Differences in Occupational Health and Safety practices based on star categorization in hotels. The study used a Comparative study of occupational safety and health practices in the housekeeping department. The final outcome of the study analysed the execution of OS&H practices among Indian hotels based on star categorization. The authors do not provide any key insights about an economic analysis of occupational health issues for hotel workers. It only focuses on the execution of occupational safety and health practices in the housekeeping department of Indian hotels, highlighting poor implementation and differences based on star categorization.

Yu-Chin (Jerrie) Hsieh, *et. al.* (2023), The authors have studied “Work Challenges and Health of Immigrant Hotel Housekeepers: Part 2”. This paper emphasizes the importance of Raising awareness of housekeepers' work challenges and the need for implementing the safety and health policies and programs in Florida. The data were collected from United Here Union, Local 7373 members and Interviewer-administered surveys with bilingual associates. The final outcome of the paper emphasizes the health challenges faced by immigrant hotel housekeepers, emphasizing workplace hazards, time pressures, excessive workloads, and the need for improved safety policies and Many experience racial discrimination at work. The author left a lacuna by not discussing their socio-economic conditions, preventive policies to overcome their necessities and health impacts.

Rachel Mammen, *et. al.* (2022), The authors have studied “Assessment of ergonomic problems and prevalence of pain among low wage hotel housekeepers in Orlando”. This paper explains that Ergonomic strain affects housekeepers' cleaning efficiency. The major finding of the study highlights that High prevalence of pain linked to race in such hotel housekeepers. The study highlights the ergonomic problems, the prevalence of pain, and the relationship between cleaning time and health risks among low-wage hotel housekeepers in Orlando. The study was completely based on secondary data analysis with

sources in the Orlando jurisdiction. The author left a lacuna by not discussing their standard of living, Health risk factors, and medical expenses.

Yorghos Apostolopoulos, *et. al.* (2013), The authors have studied “World at work: Hotel cleaners”. This paper explains the adverse of Hotel cleaners in working conditions and health risks. This paper illustrated various important measures to improve their occupational health safety and risk. The study was completely based on secondary data analysis from the sources in the World at Hotel Cleaners database. The results extract the Overview of work hazards faced by hotel cleaners and recommended various important proposals for improving occupational safety and health. The paper highlights that hotel cleaners face adverse conditions, including low pay and job insecurity, leading to significant health disparities. It emphasizes the need for effective measures to improve occupational safety and health, addressing the economic implications of these issues. The author didn’t use any primary data collection method while collecting data and fails to explain the causes and effects of hotel chemical effluents imposing on hotel workers.

Kiki Hatzudis, *et. al.* (2014), The authors have studied “Occupational exposures and health outcomes among Latina hotel cleaners”. The paper illustrates the occupational risks and health outcomes among Latina hotel cleaners and highlights physical, chemical, biological, and psychosocial risk factors and associated health issues. The study was based on Comprehensive reviews of occupational risks and health outcomes of hotel cleaners. The author Recommended preventive interventions to improve conditions. The paper focuses on the health risks and outcomes specifically affecting Latina hotel cleaners, emphasizing their unique sociocultural contexts and the need for preventive interventions. The author left a lacuna by not discussing their socio-economic conditions, preventive methods to overcome the shortcomings, and psycho-social health factors of Latina hotel cleaners.

Sevil Sonmez, *et. al.* (2016), The authors have studied “Work Conditions and Health and Well-Being of Latina Hotel Housekeepers”. The study Explores hazards faced by Latina hotel housekeepers and highlights health impacts and coping strategies in the workplace. The study was completely based on Semi-structured in-depth interviews with Latina hotel housekeepers and Convenience sampling followed by an ethnographic research redesign. The data were collected from 27 Latina hotel housekeepers for Purposive recruitment due to immigration status challenges. The outcome of the research highlights

that Latina hotel housekeepers are exposed to physical, chemical, and social hazards in the workplace and they severely suffer from musculoskeletal injuries and work-related stress. The paper highlights that Latina hotel housekeepers face low wages averaging \$19,570, high injury rates, and significant occupational hazards, exacerbated by socioeconomic and immigration challenges, necessitating economic analysis to improve their work conditions and overall health outcomes.

Susan Buchanan, *et. al.* (2010), The authors have studied “Occupational injury disparities in the US hotel industry”. This paper emphasizes the key insights about Hotel employees who face high occupational injury rates and Housekeepers especially Hispanic, who have severe injury risks. The data were collected from 55,327 worker-years of observation and analyzed occupational safety and health aspects of log incidents from five unionized hotel companies. The paper identified the Estimated injury rates by job, company, and demographics. The outcome of the implies that 2,865 injuries were reported over 55,327 worker-years observed and Housekeepers had the highest injury rates, especially Hispanic housekeepers. The author only focuses on injury rates, disparities by job, sex, and ethnicity and highlighting the high injury rates among housekeepers, particularly Hispanic women, without economic implications.

Nan Lin, *et. al.* (2021), The authors have studied “Occupational exposure and health risks of volatile organic compounds of hotel housekeepers: Field measurements of exposure and health risks”. The paper explains the Volatile organic compounds exposures of hotel housekeepers and their health risks. The study highlights that VOC levels were negatively correlated with estimated air change rates. The study was based on indoor and personal sampling methods at two hotels and the Assessment of ventilation and VOC composition of cleaning agents. The outcome of the study identifies Housekeepers exposed to VOCs, notably chloroform and formaldehyde and finds that there is Excess lifetime cancer risk indicating the need for reduced exposure. The author majorly focuses on VOC exposure and health risks among housekeepers, highlighting the need for reduced exposure and improved ventilation. The author left a lacuna by not discussing about their socio-economic conditions, economic factors and preventive methods to overcome from this VOC exposure.

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