

## Human rights and workforce conditions in the tourism sector

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# Chapter 7

## Human Rights and Workforce Conditions in the Tourism Sector

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### **ABSTRACT**

*In this chapter, the focus is on the various challenges related to workforce conditions in the tourism industry and how human rights can play a role in alleviating these challenges. The chapter draws from a review of literature and offers a global perspective. Topics covered include the treatment of employees in the tourism sector, adherence to human rights and labor standards in the industry, the prevalence of mandatory and forced labor, collective bargaining, the use of child labor, fair treatment for all workers, and employee discrimination. The chapter will feature examples from different countries and conclude with recommendations for improvement.*

### **INTRODUCTION**

In today's globalized world, the tourism industry has become an essential part of many countries' economies (Higgins-Desbiolles et al., 2019). However, the industry faces various challenges that threaten the well-being and human rights of its workforce (Gascón, 2019). This chapter focuses on exploring these challenges, their impact on

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workers, and how human rights can play a critical role in alleviating these issues. To provide a comprehensive review of the topic, the chapter draws from a broad range of literature, including academic articles, government reports, and news articles. The analysis takes a global perspective, examining the workforce conditions in different countries and regions worldwide. One of the primary topics covered in the chapter is the treatment of employees in the tourism sector. This includes issues such as low wages, long working hours, and poor working conditions. These problems often lead to high turnover rates, low job satisfaction, and employee burnout (Khassawneh, & Abaker, 2022).

Additionally, the chapter addresses the need for adherence to human rights and labor standards in the industry, such as safe working conditions, the right to form and join trade unions, and the right to fair pay. Another critical issue in the tourism industry is the prevalence of mandatory and forced labor. Many workers in the sector are vulnerable to exploitation due to their immigration status, lack of education, or poverty (Mohammad et al., 2021). The chapter discusses the various forms of forced labor in tourism, including debt bondage, trafficking, and exploitation of migrants. Furthermore, the chapter covers the topic of collective bargaining and the role of unions in protecting workers' rights. The use of child labor is another issue addressed in the chapter, with a focus on its prevalence in developing countries and the negative impact it has on children's health and education. The chapter also emphasizes the need for fair treatment for all workers, regardless of their gender, race, ethnicity, or religion (Mohd. Shamsudin et al., 2022). Discrimination in the tourism industry is a significant issue, with some workers experiencing discrimination in recruitment, promotion, and training opportunities.

To illustrate the various challenges faced by workers in the tourism industry, the chapter features examples from different countries worldwide. These examples demonstrate the complexity and diversity of the issues faced by workers in the sector. Finally, the chapter concludes with recommendations for improvement. These include the need for stronger regulations and enforcement mechanisms, greater awareness of workers' rights among employers and employees, and the need for collaboration among stakeholders to address the challenges faced by workers in the tourism industry. In summary, the chapter provides a comprehensive overview of the various challenges related to workforce conditions in the tourism industry and their impact on workers' human rights. By highlighting the issues and offering recommendations for improvement, the chapter seeks to promote greater understanding and action to address these critical issues.

## **EMPLOYEES IN THE TOURISM SECTOR**

The tourism sector is a vast industry that employs a significant portion of the global workforce. The industry includes a variety of businesses, such as hotels, restaurants, travel agencies, transportation providers, and many more (Riadil, 2020; Bani-Melhem, Abukhait, & Bourini, 2022). The employees working in the tourism sector play a crucial role in shaping the experiences of tourists, and their job responsibilities vary depending on their job position and the specific sector they work in. In this article, we will discuss the employees in the tourism sector and their role in the industry (Belias et al., 2022; Mat, Yaacob, & Melhem, 2015a). The tourism industry is a labor-intensive industry, and it requires a diverse set of skills from its employees (Elbaz & Haddoud, 2017; Abukhait et al., 2023).

Employees in the tourism sector can be categorized into two main groups: front-line employees and support staff (Ram, 2018). Front-line employees include those who directly interact with tourists, such as hotel receptionists, tour guides, restaurant servers, and airline staff (Alegre & Berbegal-Mirabent, 2016). Support staff includes those who work behind the scenes to ensure the smooth operation of the business, such as housekeeping staff, kitchen staff, and maintenance workers (Shafique, Kalyar, & Ahmad, 2018). Front-line employees are the face of the tourism industry, and their interaction with tourists significantly influences their experience. Their job responsibilities include providing information about local attractions and events, making recommendations, answering queries, and ensuring the comfort and safety of the guests (Daniel et al., 2017; Bani-Melhem, Al-Hawari, & Mohd. Shamsudin, 2022). A welcoming and friendly attitude, effective communication skills, and excellent customer service are essential qualities for front-line employees (Robinson et al., 2019).

One of the challenges of working in the tourism industry is the long and irregular working hours. The industry operates 24 hours a day, seven days a week, and employees may have to work during weekends and holidays. This can be challenging for employees who have to balance their work and personal life (Ariza-Montes, 2017). Another challenge that employees in the tourism sector face are the seasonal nature of the industry. Many businesses in the tourism sector experience fluctuations in demand throughout the year, with peak seasons and low seasons (Stamolampros et al., 2019). During peak seasons, businesses may need to hire additional staff to meet the demand, while during low seasons, employees may experience reduced working hours or even temporary layoffs (Fominienė, Mejerytė-Narkevičienė, & Woźniewicz-Dobrzyńska, 2015).

The tourism industry provides several opportunities for career advancement and professional development. Many employees in the tourism sector start their careers in entry-level positions and work their way up to higher positions through experience and training (Yilmazdogan, Secilmis, & Cicek, 2015). The industry offers various training programs and certifications that enable employees to enhance their skills and knowledge and advance their careers (Aynalem, Birhanu, & Tesefay, 2016).

## **HUMAN RIGHTS AND LABOUR STANDARDS IN THE TOURISM INDUSTRY**

The tourism industry is a significant contributor to the global economy, providing employment opportunities to millions of people worldwide (Cole, 2014; Bani-Melhem et al., 2021). However, the industry's growth has been accompanied by concerns regarding human rights and labor standards. This chapter explores the challenges faced by the tourism industry in upholding human rights and labor standards and the initiatives taken to address these challenges (Härkönen, 2020).

Human rights violations in the tourism industry are widespread, and they affect vulnerable groups such as migrant workers, women, and children. Migrant workers are often subjected to exploitative working conditions, including long working hours, low wages, and inadequate accommodation. Women and children are also at risk of exploitation, with reports of sexual harassment and exploitation in the tourism industry (Baum & Hai, 2020; Al-Hawari, Bani-Melhem, & Mohd. Shamsudin, 2021). To address these challenges, international organizations such as the United Nations and the ILO have developed guidelines and standards for the tourism industry (Zeffane & Melhem, 2018). The United Nations Guiding Principles on Business and Human Rights (UNGPs) provides a framework for businesses to respect human rights in their operations, while the ILO Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy sets out labor standards for businesses.

One of the initiatives taken to promote human rights and labor standards in the tourism industry is the Global Code of Ethics for Tourism. The Global Code of Ethics for Tourism is a set of principles that aims to promote sustainable tourism development while respecting human rights and cultural diversity (Castañeda, 2012). The code encourages tourism businesses to respect the rights of workers, including the right to fair wages, safe working conditions, and freedom of association (Ruiz-Lozano, De-los-Ríos-Berjillos, & Millán-Lara, 2018). Another initiative is the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines (Fennell, 2019). The GRI guidelines provide a framework for businesses to report on their sustainability performance, including their social and environmental impact (Malloy & Fennell, 1998). The guidelines encourage businesses to report on their human

rights practices and labor standards, providing transparency and accountability to stakeholders (Riley, 2014; Mat, Yaacob, & Melhem, 2015b).

The tourism industry has also taken steps to promote responsible tourism practices. Responsible tourism refers to tourism that maximizes the benefits to local communities, minimizes negative environmental and social impacts, and promotes sustainable development (Hanafiah et al., 2016). The Responsible Tourism Partnership is an initiative that promotes responsible tourism practices through partnerships between businesses, governments, and civil society organizations (Tecuá et al., 2019). Tourism businesses have also implemented their initiatives to promote human rights and labor standards (Kaitano, 2020). For example, some hotels and resorts have implemented fair trade policies, which ensure that workers receive fair wages and working conditions. Others have implemented programs to train and develop their employees, providing opportunities for career advancement (Musavengane, 2019).

## **MANDATORY AND FORCED LABOUR IN THE TOURISM SECTOR**

Mandatory and forced labor is a widespread problem in the tourism industry, with vulnerable groups such as migrant workers, women, and children at particular risk. Migrant workers are often subject to exploitation, including long working hours, low wages, and inadequate accommodation (Baum & Hai, 2019). Women and children are also at risk of exploitation, with reports of sexual harassment and exploitation in the tourism industry (Buckley et al., 2022). The ILO has identified forced labor as one of the most significant challenges facing the global workforce. The ILO estimates that there are over 25 million people worldwide who are victims of forced labor, with the tourism industry being one of the sectors most affected (Kyriazi, 2020).

To tackle the issue of forced labor in the tourism industry, international organizations and tourism businesses have developed policies and initiatives. One such initiative is the Tourism Child Protection Code of Conduct (Nolan & Bott, 2018). The code of conduct provides guidelines for tourism businesses to prevent child sex tourism and child labor in the tourism industry. Businesses that sign up for the code commit to implementing policies and practices that protect children from exploitation and abuse (Yaacob, Mat, & Melhem, 2021). Another initiative is the Global Code of Ethics for Tourism. The code of ethics promotes responsible tourism practices that respect human rights and cultural diversity. The code encourages businesses to respect the rights of workers, including the right to fair wages, safe working conditions, and freedom of association (Ndiuini & Baum, 2021).

Tourism businesses have also implemented their policies to address forced labor in their operations. For example, some hotels and resorts have implemented ethical recruitment policies that ensure that workers are recruited fairly and without coercion. Others have implemented training programs to educate employees on their rights and the risks of exploitation (Akmese, Cetin, & Akmese, 2016). Despite these initiatives, forced labor remains a significant problem in the tourism industry (Moreno de la Santa, 2020). Addressing the issue requires a collaborative effort from all stakeholders, including governments, businesses, civil society organizations, and consumers (Aston et al., 2022).

Governments have a critical role to play in enforcing labor laws and protecting the rights of workers (Dibeh, Fakih, & Marrouch, 2020). Businesses must implement policies and practices that respect human rights and prevent forced labor in their operations (Wen et al., 2020). Civil society organizations can raise awareness of the issue and advocate for the rights of vulnerable groups (Poletti & Sicurelli, 2022). Consumers can also play a role by making informed choices and supporting businesses that prioritize ethical labor practices (Aronowitz, 2019).

## **COLLECTIVE BARGAINING IN THE TOURISM SECTOR**

Collective bargaining is a fundamental right for workers, including those in the tourism sector. Collective bargaining refers to the negotiation process between employers and employees or their representatives to determine wages, working conditions, and other terms of employment (Bagić, 2019). Despite its importance, collective bargaining in the tourism sector faces several challenges, including the casualization of the workforce, weak labor unions, and limited government support (Moreno de la Santa, 2020). The casualization of the workforce is a significant challenge facing collective bargaining in the tourism sector.

The tourism industry is characterized by a high degree of seasonality and variability in demand, which leads to a reliance on casual and temporary workers (Papadopoulos & Ioannou, 2022). These workers often lack job security and are not covered by collective bargaining agreements, making it difficult for labor unions to negotiate on their behalf. The casualization of the workforce also weakens the bargaining power of labor unions, as they are unable to represent a stable and unified workforce. Weak labor unions are another challenge facing collective bargaining in the tourism sector (Godino & Molina Romo, 2019).

Labor unions in the tourism industry face several obstacles, including limited membership, lack of resources, and inadequate legal protection (Aston et al., 2022). Many tourism workers are employed on a casual or temporary basis, making it difficult for labor unions to recruit and retain members. Weak labor unions also

struggle to negotiate with employers effectively, as they lack the resources and legal protections needed to engage in collective bargaining (Chan & Warner, 2017; Hayter & Visser, 2021).

Limited government support is a significant challenge facing collective bargaining in the tourism sector (Baum & Hai, 2019). Governments play a crucial role in supporting collective bargaining by ensuring that labor laws are enforced, providing legal protections for workers, and promoting a favorable environment for labor unions to operate (Zeffane & Melhem, 2018). However, in many countries, government support for collective bargaining is limited, with labor laws poorly enforced, weak legal protections for workers, and a hostile environment for labor unions (Abukhait et al., 2023). Despite these challenges, collective bargaining in the tourism sector is essential for promoting decent work and improving working conditions for workers (Aynalem, Birhanu, & Tesefay, 2016).

Collective bargaining agreements can provide workers with job security, fair wages, and safe working conditions (Ram, 2018). Collective bargaining also helps to establish a constructive and cooperative relationship between employers and employees, which can lead to better productivity and efficiency (Higgins-Desbiolle et al., 2019).

To overcome the challenges facing collective bargaining in the tourism sector, several strategies can be employed. These include strengthening labor unions, increasing government support for collective bargaining, and developing innovative approaches to collective bargaining (Mamatzakis, Pegkas, & Staikouras, 2022). For example, labor unions can focus on recruiting and retaining members by offering benefits such as training and education programs (Burrioni, Mori, & Bottalico, 2020). Governments can provide legal protections for workers, enforce labor laws, and promote a favorable environment for labor unions to operate (Andersen, 2020). Innovative approaches to collective bargaining, such as industry-wide bargaining or sectoral bargaining, can also help to overcome the challenges facing collective bargaining in the tourism sector (Hayter & Visser, 2021).

## **CHILD WORKFORCE IN TOURISM SECTOR**

Child labor in the tourism sector is a complex issue that requires attention and action from all stakeholders, including governments, tourism businesses, civil society organizations, and consumers. The ILO estimates that there are approximately 152 million child laborers worldwide, with many of them employed in the tourism sector (Cruz Jiménez et al., 2022). Child labor refers to work that is performed by children under the age of 18 and deprives them of their childhood, potential, and dignity. In this article, we will explore the issue of child labor in the tourism sector

and the challenges faced in addressing this issue (Baum et al., 2016). The tourism sector is a significant employer worldwide, providing employment opportunities to millions of people, including children.

Child labor in the tourism sector can take many forms, including child prostitution, forced begging, and child labor in hotels and restaurants. Children working in the tourism sector are often subjected to exploitative working conditions, including long working hours, low wages, and inadequate accommodation (Mooney & Baum, 2019). One of the challenges in addressing child labor in the tourism sector is the lack of awareness and understanding of the issue (Elshaer, 2019). Many people are unaware of the extent of child labor in the tourism sector and the negative impacts it has on children's lives. Addressing this challenge requires raising awareness and increasing understanding of the issue among all stakeholders (Cruz Jiménez et al., 2022; Robinson et al., 2022).

Another challenge is the lack of legal protections for children in the tourism sector. Many countries have laws and regulations that prohibit child labor, but these laws are not always enforced effectively. In some cases, children may be employed in the informal sector, making it difficult for authorities to monitor and enforce child labor laws. The nature of the tourism industry, which is characterized by high seasonality and variability in demand, is also a challenge in addressing child labor (Gössling & Schweiggart, 2022). During peak seasons, businesses in the tourism sector may require additional workers to meet the demand, leading to the employment of children to fill these positions. Children may also be employed in the informal sector to provide services to tourists during peak seasons (Karsavuran, 2021).

Tourism businesses have a critical role to play in addressing child labor in the tourism sector. The tourism industry has a responsibility to respect human rights, including the rights of children, and to ensure that its operations do not contribute to child labor (Klein & Smith, 2021). This can be achieved by implementing policies and practices that prevent child labor in their operations, such as fair recruitment practices, monitoring of supply chains, and education and awareness-raising programs (Baum & Hai, 2020).

Governments also have a crucial role to play in addressing child labor in the tourism sector. Governments can enforce child labor laws effectively, provide legal protections for children, and promote a favorable environment for tourism businesses to operate responsibly. Governments can also provide support to vulnerable children and their families, such as access to education, health care, and social services (Ruiz-Lozano, De-los-Ríos-Berjillos, & Millán-Lara, 2018).

Civil society organizations can play an essential role in addressing child labor in the tourism sector by raising awareness, conducting research, and advocating for the rights of children. Civil society organizations can also work with tourism

businesses and governments to develop and implement policies and practices that prevent child labor in the tourism sector (Kaitano, 2020).

Consumers also have a role to play in addressing child labor in the tourism sector. Consumers can make informed choices when planning and booking their travel, supporting businesses that prioritize ethical labor practices and avoiding businesses that contribute to child labor (Elshaer, 2019). Consumers can also raise awareness of the issue and advocate for the rights of children by engaging with tourism businesses and governments (Mooney & Baum, 2019).

## **MIGRANT EMPLOYEES IN THE TOURISM SECTOR**

Migrant employees are an essential part of the tourism sector workforce, providing much-needed labor in various areas of the industry, including hotels, restaurants, and transportation. Migrant employees face several challenges, including language barriers, cultural differences, and limited legal protections (Zhou & Chan, 2019). Migrant employees often face language barriers when working in the tourism sector. Many migrant employees may not speak the language of the country where they work, making it difficult for them to communicate with customers and colleagues. This can result in miscommunication, misunderstandings, and decreased job performance (Markova et al., 2016).

Cultural differences are another challenge faced by migrant employees in the tourism sector (Tosun et al., 2021). Migrant employees may come from different cultural backgrounds and may have different beliefs, values, and customs than their colleagues and customers. This can lead to misunderstandings and conflicts, which can affect the work environment and customer experience (Treuren, Manoharan, & Vishnu, 2021). Migrant employees also face limited legal protections in many countries. Migrant employees may be employed on temporary or casual contracts, which do not provide the same legal protections as permanent contracts (Buckley et al., 2020). Migrant employees may also be subject to discrimination and exploitation, including long working hours, low wages, and inadequate working conditions (Lenz, 2021).

One example of the challenges faced by migrant employees in the tourism sector is the case of undocumented workers in the United States. Many undocumented workers are employed in the hospitality industry, including hotels and restaurants (Ndiuini & Baum, 2021). These workers face the risk of deportation and have limited legal protections, making it difficult for them to report labor violations and exploitation (Ioannides, Gyimóthy, & James, 2021). Another example is the case of migrant workers in the Gulf countries. Many migrant workers from Asia and Africa are employed in the hospitality industry in the Gulf countries, including hotels and

restaurants (Walmsley, Koens, & Milano, 2022). These workers may face exploitative working conditions, including long working hours, low wages, and inadequate accommodation. Migrant workers in the Gulf countries also face restrictions on their freedom of movement and may be subject to abuse and exploitation by their employers (Okafor, Khalid, & Burzynska, 2022).

Despite these challenges, there are initiatives and policies in place to support migrant employees in the tourism sector. One example is the ILO Fair Recruitment Initiative (Treuren, Manoharan, & Vishnu, 2021). The initiative aims to promote fair recruitment practices that protect migrant workers from exploitation and abuse. The ILO's initiative encourages governments, employers, and labor unions to work together to develop and implement fair recruitment practices that respect the rights of migrant workers (Filimonau & Mika, 2019; Ruiz-Ballesteros & Cáceres-Feria, 2016). Another initiative is the Global Code of Ethics for Tourism, which promotes responsible tourism practices that respect human rights and cultural diversity (Castañeda, 2012). The code encourages tourism businesses to respect the rights of workers, including migrant workers, by providing fair wages, safe working conditions, and freedom of association (Malloy & Fennell, 1998).

Tourism businesses can also take steps to support migrant employees in their operations. For example, businesses can provide language and cultural training to migrant employees, which can help to reduce misunderstandings and conflicts. Businesses can also develop policies and practices that promote fair treatment of migrant employees, such as fair recruitment practices, living wage policies, and policies to prevent discrimination and exploitation (Ruiz-Lozano, De-los-Ríos-Berjillos, & Millán-Lara, 2018).

## **FAIR WORK FOR ALL EMPLOYEES IN THE TOURISM SECTOR**

Fair work for all employees in the tourism sector is essential for promoting decent work and sustainable development. Fair work includes access to decent wages, safe and healthy working conditions, opportunities for career advancement, and protection against discrimination and exploitation (Myhill, Richards, & Sang, 2021). However, fair work for all employees in the tourism sector is often hindered by several challenges, including informal employment, low wages, and weak legal protections.

Informal employment is a significant challenge to fair work in the tourism sector. Many employees in the tourism sector work in the informal economy, meaning they are not registered, do not have formal contracts, and are not covered by labor laws and protections (Djajasinga et al., 2021). Informal employment makes it difficult for employees to access fair wages, safe and healthy working conditions, and

opportunities for career advancement. Informal employment also makes it challenging for employees to organize and negotiate collectively for their rights (Walpole, 2016).

Low wages are another challenge faced by employees in the tourism sector. Many employees in the tourism sector, particularly those in low-skilled jobs, are paid low wages that are often insufficient to cover their basic needs (Achmad & Yulianah, 2022). Low wages also make it challenging for employees to access opportunities for career advancement, as they may not have the financial resources to invest in training and education. Weak legal protections are another challenge to fair work for all employees in the tourism sector (Ioannides, Gyimóthy, & James, 2021).

In many countries, labor laws and protections are weakly enforced, leaving employees vulnerable to exploitation and abuse. Employees may face discrimination, including discrimination based on their gender, race, religion, or sexual orientation. Employees may also be subject to long working hours, inadequate working conditions, and inadequate health and safety protections (Okafor, Khalid, & Burzynska, 2022).

One example of the challenges faced by employees in the tourism sector is the case of hotel housekeepers in the United States. Many hotel housekeepers in the United States are employed in low-paid jobs and face inadequate working conditions, including heavy workloads and inadequate health and safety protections (Ioannides, Gyimóthy, & James, 2021). Hotel housekeepers are often women, immigrants, and people of color, making them particularly vulnerable to discrimination and exploitation (Nicolaidis, 2020). Another example is the case of migrant workers in the hospitality industry. Many migrant workers are employed in low-skilled jobs in the hospitality industry, including hotels and restaurants. These workers may face exploitative working conditions, including long working hours, low wages, and inadequate accommodation. Migrant workers may also face restrictions on their freedom of movement and may be subject to abuse and exploitation by their employers (Myhill, Richards, & Sang, 2021).

To address the challenges of fair work for all employees in the tourism sector, several strategies can be employed. One strategy is to promote formal employment in the tourism sector, including the implementation of labor laws and protections that cover all employees (Djajasinga et al., 2021). Another strategy is to promote fair wages in the tourism sector, including living wage policies and wage-setting mechanisms that ensure employees are paid fairly for their work. Training and education programs can also be implemented to provide employees with the skills and knowledge they need to advance in their careers (Gričar, Šugar, & Bojnec, 2021).

Tourism businesses can also take steps to promote fair work for all employees in their operations (Sun et al., 2022). For example, businesses can implement policies and practices that ensure all employees are paid fairly, have access to safe and healthy working conditions, and are protected against discrimination and exploitation. Businesses can also provide training and development opportunities

to employees, including career advancement programs and mentoring programs (Vaduva, Echevarria-Cruz, & Takacs Jr, 2020).

## **EMPLOYEE DISCRIMINATION IN THE TOURISM SECTOR**

Employee discrimination in the tourism sector is a pervasive and complex issue that requires attention and action from all stakeholders, including governments, tourism businesses, civil society organizations, and consumers (Ndiuni & Baum, 2021). Discrimination against employees can take many forms, including discrimination based on race, gender, age, religion, sexual orientation, and disability. In this article, we will explore the issue of employee discrimination in the tourism sector and provide examples of the challenges faced (Alagarsamy, Mehroliya, & Aranha, 2020).

One of the challenges in addressing employee discrimination in the tourism sector is the lack of awareness and understanding of the issue (Treuren, Manoharan, & Vishnu, 2021). Many people are unaware of the extent of employment discrimination in the tourism sector and the negative impacts it has on employees' lives (Lenz, 2021). Addressing this challenge requires raising awareness and increasing understanding of the issue among all stakeholders (Klein & Smith, 2021). Another challenge is the lack of legal protections for employees in the tourism sector. Discrimination is often illegal under national and international law, but these laws are not always enforced effectively (Porto & Espinola, 2019).

In some cases, employees may be subject to discrimination that is not covered by existing laws or protections (Obadić, 2016). The nature of the tourism industry, which is characterized by high seasonality and variability in demand, is also a challenge in addressing employee discrimination (Bakker, 2019). During peak seasons, businesses in the tourism sector may require additional workers to meet the demand, leading to the employment of employees to fill these positions. This can create a competitive environment in which discrimination is more likely to occur (Walmsley et al., 2019).

Employee discrimination in the tourism sector can have severe consequences for employees' physical and mental health, career prospects, and job satisfaction (Sun et al., 2022). Discrimination can lead to stress, anxiety, and depression, affecting employees' mental health. Discrimination can also limit employees' career opportunities, as they may be denied promotions or access to training and development opportunities. Discrimination can also lead to decreased job satisfaction, affecting employee morale and productivity (Kortt, Sinnewe, & Pervan, 2018).

One example of the challenges faced by employees in the tourism sector is the case of female employees in the hotel industry. Female employees in the hotel industry may face discrimination based on their gender, including unequal pay, limited career

opportunities, and sexual harassment. Women in the hotel industry are often employed in low-skilled jobs and may face significant barriers to advancement (Goretti et al., 2021). Another example is the case of migrant workers in the hospitality industry. Many migrant workers are employed in the hospitality industry, including hotels and restaurants (Andersen, 2020). These workers may face discrimination based on their race or nationality, including limited access to career opportunities and inadequate working conditions (Burrioni, Mori, & Bottalico, 2020).

To tackle the challenges of employment discrimination in the tourism sector, several strategies can be employed. One strategy is to promote diversity and inclusion in the tourism sector, including the implementation of policies and practices that prevent discrimination and promote equal opportunities for all employees (Hayter & Visser, 2021). Training and education programs can also be implemented to provide employees with the skills and knowledge they need to identify and address discrimination (Moreno de la Santa, 2020). Tourism establishments can also take steps to promote non-discrimination in their operations. For example, businesses can implement policies and practices that ensure all employees are treated fairly and have access to equal opportunities for career advancement. Businesses can also provide training and development opportunities to employees, including mentoring programs and diversity training (Yilmazdogan, Secilmis, & Cicek, 2015).

In conclusion, employee discrimination in the tourism sector is a complex issue that requires attention and action from all stakeholders. The challenges faced in addressing employee discrimination in the tourism sector include the lack of awareness and understanding of the issue, the lack of legal protections for employees, and the seasonality and variability of demand in the tourism industry. Addressing these challenges requires a collaborative effort from governments, businesses, and civil society organizations. By promoting diversity and inclusion and implementing policies and practices that prevent discrimination, the tourism sector can benefit from a diverse and talented workforce.

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### ***Human Rights and Workforce Conditions in the Tourism Sector***

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## **KEY TERMS AND DEFINITIONS**

**Community-Based Tourism:** This represents a type of emerging tourism organized and managed by local community in its integrity.

**Human Resource Management:** Is the strategic and coherent approach to the effective and efficient management of people in a company.

**Job Satisfaction:** Or work satisfaction, the term is used for measuring workers' engagement and contentedness with the desks or jobs.

**Labor Relation:** This term denotes the relation or relationships between employers and employees.

**Tourism Industry:** It is a set of subservice sectors organized in the leisure and travel activities. The tourism industry includes a variety of stakeholders and actors such as train or bus station, air industry, hotel industry, travel agents and rent-a-car industry.