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Effects of Gender Inequalities on Female Workers' Employability in the Hospitality Industry/Hotels in Alimosho Local Government Area of Lagos State, Nigeria Understudy

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ABSTRACT

The study investigated the effects of gender inequality on female workers employability in hospitality industry. The study was carried out in hotels operating within Alimosho Local Government Area of Lagos State, being the largest local government in Lagos State. In today's competitive environment, hospitality firms recognize that they are to deliver outstanding service quality to get hold of and retain a pool of satisfied and loyal customers for survival. This can only be reasonably achieved through the management and employees of the hotels. Gender inequality exist in various dimensions of human endeavor, hotels industry not excluded. Inequality in hotel space may include but not limited to, hiring, discrimination (employability chances), differences in salary and wages, differences or discrimination in promotion based on job performance as well as inequality related to different goods and facilities provided to different gender. Consequently, if employees including female gender carried out essential services or functions which help the organization (hotel) achieve its predetermined objectives, why then are the female workers being discriminated against resulting in gender inequalities. Therefore, this study investigated gender inequality and its effects on female office workers' employability in some selected hotels operating within Alimosho Local Government Area of Lagos State. To achieve the study's objectives, four (4) relevant research questions and one null hypothesis were formulated. Survey research design was adopted with administration of structured questionnaire. Population size of two hundred and ten (210) were gotten from five workers each comprises of males and females' workers from the forty-two (42) registered hotels in Alimosho Local Government. However, two hundred (200) respondents appropriately filled and returned the questionnaire which was used as the sample size for this study. This generated more than 80% total response rate. Obtained data were analyzed using Frequency Percentage, Pie-Charts and pearson product moment correlation coefficient. Findings of the study revealed that; Factors influencing female office workers' inequalities include: Gender discrimination, Preference for male rather than female office workers, Women responsibilities at home, Poor training and education and the belief that the hospitality industry is male-dominated. Office workers play significant roles in achieving objectives of the hospitality industry, in the following ways: They provide office services, they operate and use modern office machines and equipment to process business information, they oversee information processes, housekeeping and receptionist duties. The researchers recommended among other things that; Female workers especially the married professionals should maintain good balance between work and family roles

Keywords: Gender Inequality, Female Worker, Hotel, Local Government

1. INTRODUCTION

According to Makama (2013), gender or sex refers to the biological differences between male and female, but whose roles are socially, historically and culturally constructed irrespective of their biological differences which thus bring about gender inequalities. Gender inequalities, also referred to as gender discrimination or gender diversity is a subjective phenomenon which differentiates one group of people from another along primary and secondary dimensions. Primary dimensions of gender inequalities are those exerting primary influences on our identities such as sex (gender), ethnicity, race, sexual orientation, age and mental or physical abilities and characteristics. Secondary dimensions of gender inequalities are less visible, exert a more variable influence on personal identity and add a more subtle richness to the primary dimensions of gender inequalities. Nweke (2020).

Office workers are professionally trained male and female who plays a pivotal roles in the office and the entire organization. In the context of this study, the office worker is viewed as male and female office professional. Gender inequalities is having to do with strong preference for a particular gender of office worker to the detriment of the other gender; it is strong preference for male workers to the detriment of their female counterparts, hence this study. This study is to investigate Gender Inequalities among Office Workers in Some Selected Hotels in Alimosho Local Government.

1.1 Study Objectives

The objectives in this study are:

- i. To identify the factors that influence gender inequalities in the selected hotels.
- ii. To examine the role of office workers in achieving objectives of the selected hotels.
- iii. To investigate if gender inequalities affect employability chances of female office workers in the selected hotels.
- iv. To know if gender issues faced by female office managers affect their job performance in the selected hotels.

The study is guided taking leverage from the outlined objectives as:

- i. What are the factors influencing gender inequalities in the selected hotels?
- ii. What are the significance roles play by workers in achieving objectives of the selected hotels?
- iii. Will gender inequalities affect employability chances of female office workers in the selected hotels?
- iv. Will gender issues faced by female office workers affect their job performance in the selected ho?

1.2 Hypotheses

The two null hypotheses stated are:

- i. There is no significant relationship between gender inequalities and job performance of office workers in the selected hotels.
- ii. There is no significant relationship between role of office workers and attainment of objectives of the selected hotels.

This study is structured as follows; Section one is the introductory aspect of the paper, Section two discussed the conceptual review through relevant literature while section three is devoted to the method adopted in the study. Section four contained the results of discussion and section five is the conclusion and recommendation.

Conceptual Review

Gender

Makama (2013) described Gender as the socially and culturally constructed roles for men and women. For instance, gender roles of men as owners of property, decision makers and heads of household are socially, historically and culturally constructed and have nothing to do with biological differences. It is important to note the difference between sex and gender. Sex refers to the biological differences between male and female. For instance, the adult female has breast that can secrete milk to feed a baby but the adult male does not have.

Gender roles differ from place to place and change with time. But sex roles are naturally fixed (Alamveabee, 2005). Bassey, Ojua, Archibong and Bassey (2012) posited that the gender of any individual is not determined by the person. It is rather an incident of birth. One is likely to be born male or female. The gender category (male or female) plays a very significant role in social interaction in the society, as many things, activities and roles are all influenced by individual gender group. One of such activities so influenced by gender is occupation. Occupation

Bassey (2012), generally refers to a job or profession such as Office Technology and Management, Accounting, Marketing to mention but few as the situation, where one is trained as a professional. It denotes what an individual engages in job as a means, or source of livelihood. The occupation provides income or earners with which a person uses in satisfying his or her basic needs. Occupation in traditional African society includes: farming (crop cultivation, animal rearing and fishing), cloth dying and weaving, blacksmith, hunting and trading. Modern occupation has to do with white and blue-collar jobs such as office workers in working in hotels under the hospitality business or industry.

2. RELATED REVIEWS

2.1 Gender Discrimination

Discrimination is seen as a characteristic of a social relationship in which individuals and groups are denied access to the goods, services and resources which are generally accorded to other citizens. According to Abdullahi (2015), many writers on gender discrimination use the distinction between sex and gender as the starting point for their analysis. To the author, sex refers to the most basic biological differences between men and women – differences in genitals and reproductive capacities while gender refers to the culturally or socially constructed patterns of behaviour which may be attached to the sexes. The word is also used as a grammatical concept to classify word into masculine and feminine.

Adu-Oppong and Arthur (2015) citing Laufer (2002) says that no law has ever attempted to define precisely the term 'discrimination', in the context of employment, it can be defined as the giving of an unfair advantage (or disadvantage) to the members of the particular group in comparison to the members of other group. The disadvantage usually results in the denial or restriction of employment opportunities, or in any discrimination in the terms of benefits of employment.

In recent time, the connection of gender is being untidily used to denote the different and unequal perceptions, views, roles, relevance or rewards that a society assigns to the two sex categories, discrimination happens to both male and female in individual situations, particularly the female, or women group. The act of subjugating women is an inherent tradition, which has consistently been kept in an active state and coupled with its debilitating ability.

As society has been grappling with the problem of creating a fair, just and equitable arrangement among different people, the mainstream agenda of development is challenged though; how to enhance the role of women are not discriminated or marginalized. Anyalebechi (2016) citing Udegbe (2004) specifically explained that male and female goes along with a number of stereotype that virtually imposes both role performances, possibilities of different kinds. That is why Margaret (1982) confirms that women have been traditionally designated to occupations, which require such skills with cultural values.

Discrimination against women has its roots in the nature of our societies which celebrate men as being unique, stronger and fit for the public space while women are feeble and weak meant to stay within the confluence of the private space. Agbalajobi (2010). Aamer (2011) reiterated that gender discrimination may exist in various dimensions which include hiring discrimination, differences in salary and wages, discrimination/differences in promotion and inequality related to different goods and facilities provided to different gender. Gender inequality or gender discrimination is treating differently on the basis of sex or race (Abbas, et al. 2011).

Research has shown that the ways men and women are treated differently in the workplace can be nearly imperceptible at the level of the individual and emerge only when aggregated across individuals (Heilman & Welle, 2005). Crosby (2004), for example, demonstrated that by and large, women do not acknowledge the ways that gender discrimination may have affected their own career experiences. They are more likely to assume personal responsibility for receiving fewer organizational resources than their male colleagues. These same women, however, believe that gender discrimination exists in the workplace and affects the resources that other women receive. It has been argued that gender discrimination is difficult to perceive because it accounts for a small portion of variance in organizational decision-making (Barret & Morris, 2003).

2.2 Types Gender Discrimination

i. Formal Discrimination

According to Adu-Oppong and Athur (2015), Gender inequalities or stereotypes depends on the heart of many of our perception of the workplace and the people that operate within it. Descriptive and prescriptive stereotyping exerts significant impact on men's women's organization experiences. The impact of stereotyping processes links up onto two types of discrimination: formal and informal (Stangor, 2001). Formal discrimination refers to the biased allocation of organizational resources such as promotions, pay, and job responsibilities. Descriptive stereotyping shapes the perceptions and expectations people form about men and women in the workplace and provides the fuel for formal discrimination to occur. Adopting a stereotype-consistent view of women job applicants leads evaluators to conclude that they are less likely to have the skills necessary to succeed at male gender typed jobs. Thus, research has demonstrated that even when the actual qualifications of men and women are equivalent, men are viewed as having higher performance ability, are expected to perform better (Heilman, Martell & Simon, 1998), and are therefore

avored over the women in the selection process for male gender-typed jobs (Davison & Burke, 2000).

ii. **Informal Discrimination**

The informal discrimination centers on the interactions that occur between employees and the quality of relationships that they form (Mannix & Dovidio, 2002).

Formal discrimination undoubtedly plays a role in limiting the career attainments of women employees, particularly in regard to their access to key jobs, advancement opportunities, compensation, and the evaluation of their performance (Reskin, 2000). But although it may be more difficult for women to gain access to male gender-typed jobs and to be promoted into leadership positions, some of them are successful at gaining entry. Informal discrimination may confront them once they get there (Rendon, 2003). Descriptive stereotypes can indirectly contribute to informal discrimination: the negative expectations of women's abilities and skills may lead members of the organization to socially ostracize them, thereby keeping women from becoming central players within the organization (Heilman, 2001). Because their input may be deemed less valuable, they are more likely than men to be omitted from key discussions, overlooked when perspectives are beingsought about important decisions, and left out of informal networks that provide the context for critical information-sharing. Others in the workplace are less likely to come for help precisely because they are viewed as lacking essential traits for success, thus creating a system where women are cut off from opportunities to exert influence (Roth, 2003).

2.3 Gender Inequality

Abdullahi (2015) described Gender inequalities as gender discrimination which refers to action against people on the grounds of their group membership – particularly the refusal to grant members of another group the opportunities that would be granted to similarly qualified members of one's own group. Gender inequalities therefore imply several states and processes in which women are either denied access to or experience unequal access to critical goods, services, activities and resources accorded to their male counterparts.

In the submissions of Stamarski and Hing (2015), the workplace has sometimes been referred to as an inhospitable place for women due to the multiple forms of gender inequalities present. In other words, gender inequality contributes to women's lower socio-economic status. Inequality against women largely can be attributed to human resources (HR) policies and HR related decision-making. Gender inequalities could also be a product of cultures that devalue women and girls and discriminate against them. The inequalities manifest in the form of domestic violence, marital rape, deprivation of food, lack of access to information, education, health care and general impediments to mobility (Igbozor, 2009).

Moreover, Isaboke and Nyaboga (2016) posited that gender inequality witnessed in the present society has become an issue of concern of all sectors of the economy, hospitality industry not excluded, it has been observed that certain departments and positions are dominated by men and whereas others are dominated by women. Gender inequality is also expressed in terms of job position, department, age, income and educational level. Manwa and Black (2002) and Thrane (2007) are of the opinion that there is gender differences in promotions to managerial positions, wherein men are overrepresented in preferred positions that pay better. Temizkan, Oguz and Timur (2020) defined gender inequality as depriving one or more member(s) of a state or community of specific rights and privileges. Primary elements of inequalities are gender, race, colour, language, religion, marital status and political views.

The authors (Adu-Oppong & Arthur, 2015) further added that gender inequality or gender discrimination is a subtle and complex phenomenon that may assume two broad forms:

- i. **Unequal Treatment:** This is an intentional discrimination treatment. For example, it would include hiring and promoting one person over an equally qualified person because of the individual's race, sex etc; or paying a male more than a female to perform the same job.
- ii. **Adverse Impact:** Reskin (2008) write that it is a consequence of an employment practice (application of identical standards for every one) that results in a greater rejection rate for a minority group than it does for the majority group in the occupation. This concept results from a seemingly neutral, even unintentional employment practice consequences

2.4 Gender Inequalities and Office Workers

According to Otamiri (2015), gender equality and inequality has become topical in recent discourse in various areas of endeavor. It is common fact that the issue of gender appears to favor men in all areas where they are mentioned. Perhaps because it is generally believed that men possess more skill and ability endeavors. It is common knowledge that the job of an office worker is usually referred to as a females' job even when we have many men also doing the job. Even advertisement and recruitment of Office workers in many organizations – public or private favor women. Today's Office worker is no longer the typist and shorthand writer of old. There is widespread evidence to prove that today's Office worker operates more like information manager than a coffee-fetching waiter

Ogbondah (2014) posit that men were in ancient times and all through the middle ages, the ones who developed the shorthand, took notes, handled correspondence and administrative duties and otherwise assisted leaders in confidential matters from the 1860s to the late 1870s. Ogbondah (2014) went on to assert that it was until the industrial revolution and the development of the typewriter during the 1860s and 1880s that women began to get involved into stenographic positions, and diminished male dominance. The recent development in information and communication technology and the introduction of computer-based technology into secretarial job put male and female gender side in the secretarial workplace. Here lies the need to consider and measure performance of office workers along gender lines.

2.5 Concept of Office Worker

Different authors have described the term "Office worker" in different ways, According to Ogungbemi, Orija and Iro-Idoro (2019), Eni (1998), they describes office worker as the life-wire of the organization. The office worker is her boss "alter ego" that is, his second half. This study is not concerned with the different definitions of the term office worker of earlier researchers and authors because most of them are no longer in line with the current trend in Office management and practice. Most of the definitions stressed on old methods of typewriting and shorthand writing which are almost no longer in vogue. However, Hannah's (1978) definition, although also stale, appears to be still somehow relevant. He describes the Office worker as 'an assistant to an executive, possessing mastery of office skills and ability to assume responsibility without direct supervision, who displays initiative, exercise judgment and makes decision within her scope of authority.

Right from time immemorial, the profession of office technology and management had been associated with the female gender. For the purpose of this paper, the researchers hereby define gender discrimination as strong preference for a particular gender to office worker to the detriment of the other gender equality (nondiscrimination) is the order of the day. Stating the disadvantage of gender discrimination, Ajei (2002) argues that gender pay gap is underpinned by other aspect to women inequality in the labour market such as occupational segregation and discrimination. To Walby, opportunity between men and women will benefit from a combination of cost minimization.

2.6 Office Workers and Hospitality Industry

The Professional Office worker acts as a link between the company and its board of directors, stakeholders, regulators As a result of this, he/she is responsible for a variety of administrative and clerical duties necessary to run an organization efficiently. Professional Office workers serve as information and communication managers for the organization, plan and schedule meetings and appointments, organize and maintain paper and electronic files, disseminate information by using the telephone, mail services, websites, e-mail, etc. They also handle travel and boss' arrangements, performing and coordination an office's administrative activities, storing and retrieving of information, integrating information for dissemination to staff and clients, etc. due to the different responsibilities handled by professional Office workers, they are aided in these tasks by a variety of office equipment, such as tax machines, photocopiers, scanners, video conferencing and telephone systems.

According to Adebayo (2015), considerable body of research exists concerning gender diversely in business, including the hospitality industry. For example, several studies demonstrate a disparate distribution of income between male and female employees in the hospitality industry, with female earning less than their male counterparts (Sparrowe and Inverson, (1999). Gender-based income disparity has been confirmed as a sex discrimination within the hospitality industry (Sparrowe and Iverson, 1999' Thrane, 2007). There also have been several examples of research highlighting differences between men and women managers in effective strategy implementation (Schaap, Stedham, & Yarnamura, 2008). Still other research has documented gender differences in promotions to managerial positions (Thrane, 2007), wherein men are over-represented in preferred positions that pay better. Port of the reason for this disparity may be that female employees may interrupt their working lives due to preferences for marriage and caring for children.

According to Durowaiye (2003), the duties of office worker are to receive dictation in shorthand and transcribe on the computer, to receive and assist visitors and to handle telephone calls, to keep the diary of her boss and arrange his appointments and engagements, to attend meetings and take minutes, to make her employer's travel arrangement and prepare his itineraries, to file and index her employer's correspondence, to supervise junior staff, to initiate correspondence on all routine matters and draft letters for the approval of the memoranda business letters, correspondence of various kinds, to act/stand in for boss in his absence, to perform any other duties that may be assigned by superior officers.

2.7 Job Performance and Gender Inequalities

Performance refers to the act of performing; the carrying into execution or recognizable action, achievement or accomplishment, in the undertaking of a duty, employee performance refers to the effective discharge of one's duty for good results. It is how well an employee is fulfilling the requirements of the job. Otamiri and Ogbonda (2015) posited that Job performance relates to the worker's ability to accomplish set objectives and responsibilities associated with the position. It needs to be pointed out at first instance that in the present day workplace, there is no particular task that is seen as the exclusive reserve of any gender. Men and women compete for recognition in almost all life endeavours.

According to Nweke (2020), employee job performance is the measure of how well an individual covert input resources (labour, materials, machines, time, energy) into goods and services. It is the increase in functional performance, including quality. An employee's performance depends on his/her understanding of how different combinations or resources affect the final outcome. In the context of the hotel, the combinations of the given routines or resources is meant to ensure that the customer is satisfied with the service offering. Service delivery involves people and the key question for management is how to develop a performance management approach which balances quality with efficiency and reduces misunderstandings between the employees.

Employee performance is the measure of how well an individual converts input resources (labour materials, machines etc.) into goods and services. Adu-Oppong and Arthur (2015) posited that Performance is likewise evaluated differently for men and women. Sackett, DuBois and Noe (2001), in an analysis of actual performance evaluation data, showed that women were systematically rated as performing less than men even after controlling for ability and experience, and that the gender discrepancy in evaluations was greater in male gender-typed jobs. That is, as the proportion of women in the work group decrease, evaluations of them were more negative relative to men. Given the link between performance evaluations and compensation, it should come as no surprise that women are also underpaid relative to equally performing men. Whereas the above assertion stands true.

Ewubare (2004) posit that woman all over the world and more in developing countries of Africa are highly discriminated. According to her, women are under-utilized, under-represented in the socio-economic structure, neglected and indeed oppressed. Anele (2008) commenting on scientists and intellectual bias and gender, observed that a lot of men believe that because majority of the world's renowned scientists and intellectual are men, therefore men must be intellectually superior to women. Nwell and Hedges, (1998) and Ballatine (2001) also argue that gender differences in education and performance persist even in developed countries of the world even after several decades of intense scrutiny and policy change.

Uger and Crawford (1992) developed two theoretical perspectives for the discussion of gender differences in occupational performance. According to them, the first perspective views gender as an individual property that is correlated with occupational and job variables and the individual differences between men and women as a result of these correlates. They observed that sex is a career variable for differences in experience and personal history that determine the difference obtained. By this perspective, Unger and Crawford (1992) assert that when the correlates of gender are controlled, differences between men and women in the workplace disappear.

The second perspective in their view treats gender not only as a property that individuals bring with them to the workplace but also as an institutionalized character of the workplace, of occupations and occupational environments. But Acker (2000) sounding rather more succinctly, opined that only efficient and competent persons should handle the position of Office worker in organizations and discrimination against the females based on old conceived belief in belief in gender inequality should be discouraged. Some employers prefer male Office workers due to their steadiness in the performance of their job, while others prefer female Office workers because of the good qualities they possess. They concluded that job performance is not a gender attribute and that employers should employ Office workers based on qualification, experience and skills.

2.8 Overview of Hospitality Industry in Nigeria

According to Marko, (2014), Hotel enterprise, as an important part of hospitality, represents combination of spatial and functional service of accommodation, including food and beverages services as well as all the other supporting services, in recent years, human resources (HR) management in hospitality and tourism, together with proper employee selection is becoming increasingly important for the success of hotel enterprises (Cheng & Krumwiede, 2012). Therefore, employees are becoming the center of interest of tourism academics and practitioners. Considering this, together with the fact that hotel industry implies working with people, studying hospitality concepts, such as service orientation and job satisfaction of the employees, becomes essential.

Having gone through many phases of transformation of organizational components, today's hotel industry has significantly changed in the gender structure of employees. The number of women employed in this type of business rises (Purcell, 1996; Iverson, 2000; Pinar, McCuddy, Birkan, & Kozak, 2011). Therefore, women are employed at all levels of the organizational structure, including management, and this brings changes in the general conception of the hotel business (Iverson, 2000; Aykac, 2006; Cave & Kilic, 2010; Pinar et al., 2011; Campos-Soria, Merchante-Mera, & Ropero-Garcia, 2011; Garcia-Pozo, Campos-Soria, Sanchez-Ollero, & Merchante-Lara, 2012. According to Adebayo (2015), the Nigerian hospitality industry has also been dominated by the problem of seasonal, which particularly deters women from continuing their professional careers in this field. Perhaps most importantly, some women believe that the hospitality industry can interfere with their private lives and sufficient to meet the expectations of women.

The widely shared perspective within Nigerian is that women often view the public sector as an alternative employment solution given its flexibility with regard to management domestic household duties. Contrary to the situation in some Western countries such as the United Kingdom (Purcell, 1996), the factors have led the Nigerian hospitality industry to become male dominated. Despite this, and from an optimistic point of view, it was observed that the numbers of male manager are more in spite the increase in the number of female scholars. Still, gender disparity seems to remain in the Nigeria hospitality industry, which in turn brings to the forefront important issues regarding decisions about recruiting, compensating and supervising personnel within this industry.

Gender might not be the sole cause of disparities in the distribution of income and managerial employment in the hospitality industry. Other variables interact with gender to produce these disparities. Adib and Guerrier (2003) explored the ways in which interacts with such variables as race, ethnicity and the class background of the employees in the context of how they position themselves within organizational power arrangements.

Antonio, et al. (2015) mentioned that labour conditions considerably differ between men and women in terms of wages, educational level, labour mobility, and gender segregation in the hospitality sector compared to the economy as a whole.

2.9 Over View of some Relevant Literature

There have been several research highlighting differences between men and women managers in effective strategy implementation (Schaap, Stedham, & Yarnamura, 2008). Still other research has documented gender differences in promotions to managerial positions (Thrane, 2007), wherein men are over-represented in preferred positions that pay better. Part of the reason for this disparity may be that female employees may interrupt their working lives due to preferences for marriage and caring for children.

Historically, Abdullahi (2015) was of the opinion that inequality exists between men and women. Women have been either historically denied access to or granted unequal access to economic opportunities, power, status and privileges in society. Women experience unequal access to resources and decision-making processes, with limited mobility in most countries. Women are under-represented in almost every sphere of social life such as politics, commerce, agriculture, industry, the military, religious and educational institutions. They were not granted equal voting rights, until recently when there is global recognition, and concern about gender discrimination (Amadi, 1982:71, Alemika & Agugua; 2001).

According to Adebayo (2015), considerable body of research exists concerning gender diversity in business, including the hospitality industry. For example, several studies demonstrate a disparate distribution of income between male and female employees in the hospitality industry, with female earning less than their male counterparts (Sparrowe and Iverson, (1999). Gender-based income disparity has been confirmed as a sex discrimination within the hospitality industry (Sparrowe and Iverson, 1999' Thrane, 2007).

2.10 Theoretical Framework

Social Identity Theory

According to Oroworukwo (2020), the social identity theory proposes that individuals have a tendency of categorizing themselves into social groups that have importance for them, consequently, profiling the manner in which they relate with others from their own self-groups and from diverse groups. Social identity stems from classification of people, their uniqueness and prestige associated with the group, the uniqueness of the group and the elements that are originally linked to its formation. The theory is based on the idea of social differentiation and categorization. In regard to social categorization, the main idea is on how the group is used to divide, classify and order the social environment in order to make individuals undertake various forms of social actions (Tajfel, 2000).

This also occurs when employees stereotype themselves by accrediting themselves with attitudes, behaviors and other features they relate with affiliation in that group (Kulik & Bainbridge, 2006). Assumption of this theory to this study is that employees are likely to be committed if working environment provides opportunity for employee to perceive themselves as being equitable employees and if workforce diversity practices offer avenues for employee categorization.

Gender Diversity Theory

As significantly established in this study, gender in Nigeria, as in other countries, focuses on empowering women (Nweke, 2020). In addition, as a key factor in the millennium development goals, it is an essential component in achieving other goals (World Bank, 2012). There is a consistent drive towards educating women and empowering them socially, economically and politically, especially given that the Nigerian society is patriarchal in nature (Asiyanbola, 2005). Likewise, constitutionally, women are encouraged to hold political positions (Vanguard, 2013). The national constitution reflects this drive towards women's political involvement, which states that there is a 5 percent allocation of legislative seats at the federal, state and local levels to women. However, arguably, women's empowerment or equality cannot be achieved with such a low percentage. Furthermore, women do not fully utilize this allocation (Millennium, Development Report, 2010), leading to a further question of why this is so? Taking into consideration the dynamics of the Nigerian society, women's lack of involvement in governance can be because of several factors, which again hinges strongly on male dominance and the need to further empower women (Duke, 2010).

Aside the need to empower women politically in Nigeria, gender disparity spans education, health and economic issues. Concerning education, reports (National Planning Commission, 2007) show that gender imbalance occurs at all educational levels. Hence, the level of support for girls is lower than for their male counterparts due to issues like cultural values and beliefs, which intersect ethnicity and gender (National Planning Commission, 2007). This gender imbalance affects national and organizational levels of diversity dialogue as the lack of educated and skilled women automatically create a gap in talent pool. Consequently, from empirical study, at an organizational level, gender issues target ensuring equality between the men and women in the workplace. This includes promoting and supporting agencies that encourage the education of the girl child at the national level, empowering women in the organization and beyond, as well as encouraging them to take leadership positions at all levels. These processes include mandatory diversity and inclusion training for all leaders, targeted monitoring of women with high potential, special career training courses for women, provision of crèches at all office locations, paid maternity leave, inclusion of diversity activities in tasks and targets, promotion of a women's network, and corporate sponsorship of women's organizations.

The outcomes received from narratives reveal that these gender related interventions led to the establishment of a strong diversity consciousness in the offices, an increase in female employees, and women staying longer in the job. Concerning women's empowerment at the national level, narratives indicated that the existing gender balance sensitization and merit-based culture in the organization results in women who leave the organizations for public sector roles achieving top management positions. In addition, due to the multinational companies' support for agencies that promote girls' education, there has been a rise in the number of female staff in male dominated professions.

3. METHODS

This study adopted quantitative and qualitative approach, by exploring gender inequality among female office workers, looking at how Gender issues affect women in Hotel Industry. Questionnaire was distributed among the forty-two (42) registered hotels in Alimosho Local Government, Questionnaire was used as the major research instruments of data collection. Population size of two hundred and ten (210) were gotten from five workers each comprises of males and females' workers from the forty-two (42) registered hotels. These registered hotels were collected from the Association of Hoteliers, Lagos State Chapters, in Alimosho.

The sampling technique used was purposive sampling. The study used descriptive statistics in terms of tables, percentages, and graph while Chi-Square was used to analyze the formulated hypothesis. The data analyzed for this study was from the two hundred (200) respondents that their questionnaires were properly filled and returned.

. RESULTS ANALYSIS AND DISCUSSIONS

Table 1: Demographic Representation

Gender	Option	Percentage%
Male	130	65
Female	70	35
Total	200	100

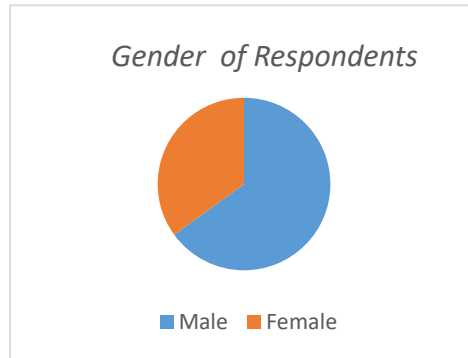


Figure 1: Gender of Respondents

Table 1 represent the sex of respondents, (130)65% of the respondents were male while 70(35%) of the respondents were female. This implies that more male took part in the survey than the female, one could deduce that in Alimosho Local Government, male workers dominates the hotels work than their female counterpart.

Table 2: Marital Status of Respondents

Marital Status	Option	%
Married	20	10
Single	180	90
Total	200	100

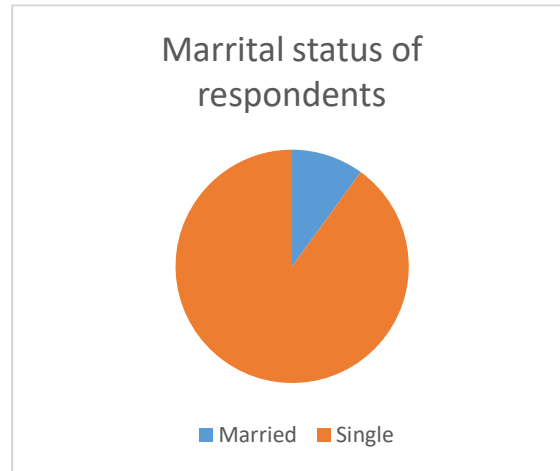


Figure 3: Graphical representation of respondents marital Status of respondents

Table 2 above shows the marital status of hotel workers in Alimosho Local government, where 20(10%) of respondents were married, 180(90)% were single. This shows that there are more single male and female workers in hotel in Alimosho Local government. This might be as a result of the husbands of the married women stopping them from engaging in hotel job due to some misconceptions of the hotel job.

4.1.2 Table 3: Age Group of Respondents

Age	Option	Percentage%
18-30 Years	172	86
31-40 Years	20	10
41-50 Years	05	05
51-60 Years	2	01
60 and above	1	0.5

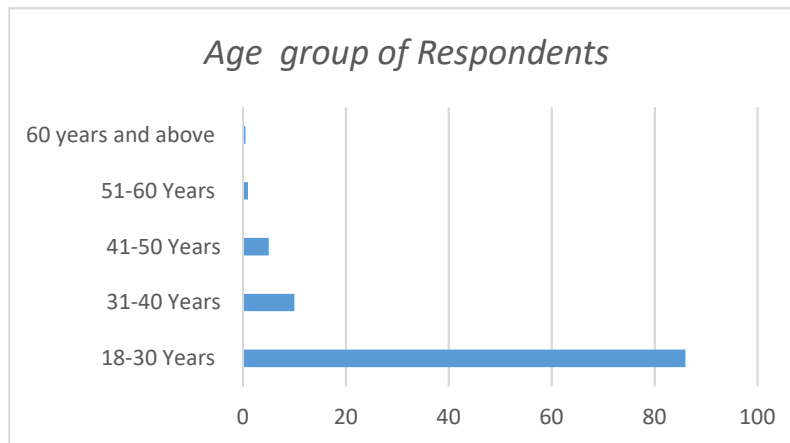


Figure 3: Graphical representation of respondents Age group

The Figure 3 above, shows that respondents between the ages of 18-30 years were 172(86%), respondents between the ages 31-40 years were 20(10%), ages 41-50 are 05 respondents, representing 05% while ages 51-60 are 2 respondents representing 01% and ages 61 and above are 1 respondents representing 0.5%. This analysis showed that the age group 18-30 years representing 86% of the study population take the largest value of 172 respondent. This implies that youth engage more in hotel work than the adult. This might be as a result of the nature of the job, as hotel job required more attention and time, the youth will see that more interesting than the adult..

Table 4: Highest Level of Education

Level of Education	Option	Percentage%
MSc./MBA	5	2.5
BSc	7	3.5
HND	13	6.5
ND	70	35
O' level	105	52.5
Total	200	100

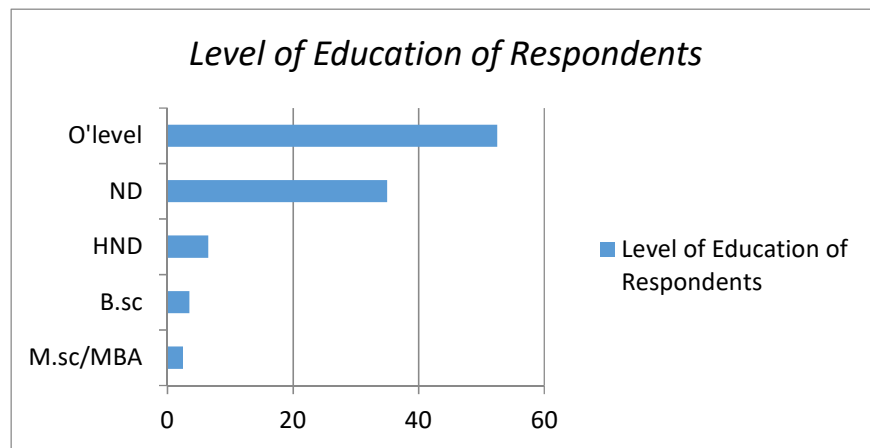
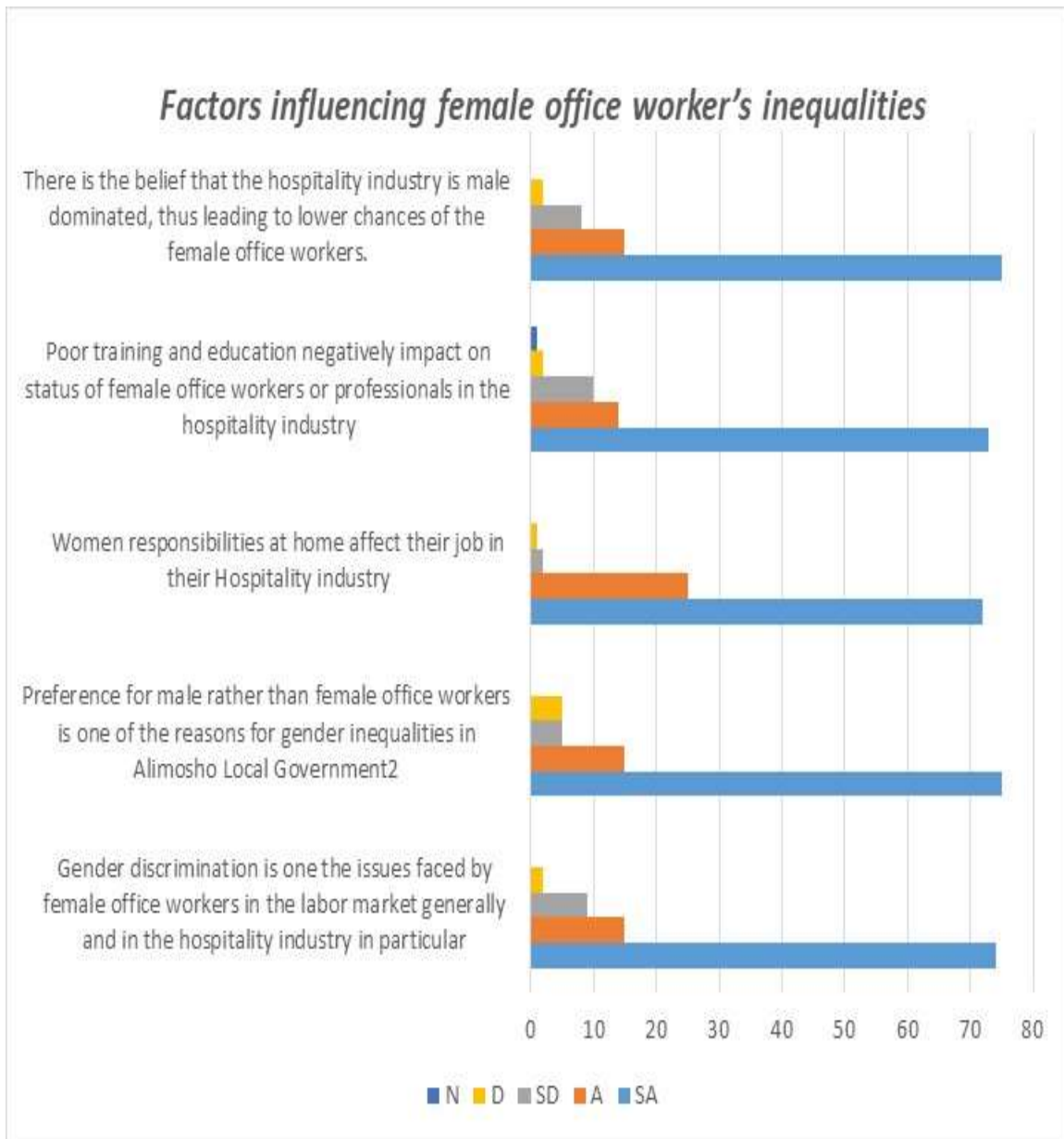


Figure 2: Graphical representation of respondents' level of education

Table 4 above shows that, majority of the surveyed respondents 105(52.5%) with O'level has the highest respondents, while respondents with ND follows with 70(35%) respondents the B.sc respondent has 7(3.5%) and Msc/MBA respondents has 5 respondents representing 2.5 % This implies that respondent with O'level dominates the hotel business. This might be as a result of the hotel owners trying to cut their expenses by employing staff with lower certificates.

RQ1: What are the factors influencing female office worker's inequalities

Opinion	Response Rate									
	SA	%	A	%	SD	%	D	%	N	%
Gender discrimination is one of the issues faced by female office workers in the labor market generally and in the hospitality industry in particular	148	74	30	15	18	9	4	2	Nil	Nil
Preference for male rather than female office workers is one of the reasons for gender inequalities in Alimosho Local Government	150	75	30	15	10	5	10	5	Nil	Nil
Women responsibilities at home affect their job in their Hospitality industry	144	72	50	25	4	2	2	1	Nil	Nil
Poor training and education negatively impact on status of female office workers or professionals in the hospitality industry	146	73	28	14	20	10	4	2	2	1
There is the belief that the hospitality industry is male dominated, thus leading to lower chances of the female office workers.	150	75	30	15	16	8	4	2	Nil	Nil



RQ2: Do office workers play any significant role in achieving objectives of the selected hotels?

	Response Rate									
Opinion	SA	%	A	%	SD	%	D	%	N	%
By provision of office services, the office workers are to play essential role in achieving objectives of the hotel.	148	74	30	15	18	9	4	2	Nil	Nil
Office workers operate and use the modern office machine and equipment in the hotel to process needed business information	130	65	30	15	10	5	20	10	10	5
In the hotel, Office workers oversee information processing, house-keeping and receptionist duties.	146	73	54	27	Nil	Nil	Nil	Nil	Nil	Nil
It is the role of the Office workers to act as front-desk personnel with good behavior and human relation skills.	150	75	36	18	4	2	6	3	4	2
The office workers are responsible for general office administration, management of senior managers' documents and other duties as may be assigned	140	70	40	20	14	7	6	3	Nil	Nil

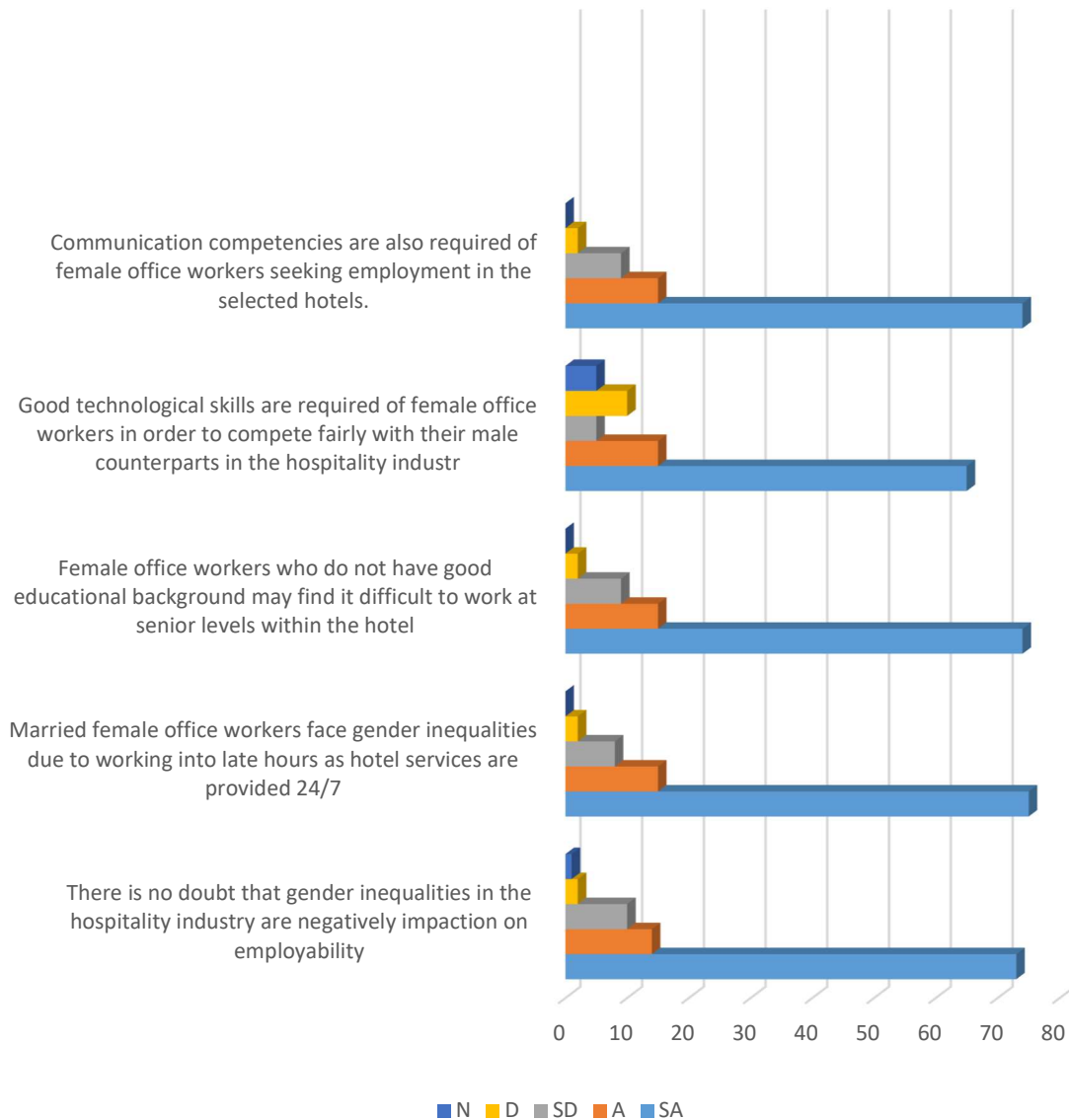
Significant role played by Office worker in achieving organisational objectives



RQ3: Will gender inequalities affect employability chances of the female office workers in the selected hotels?

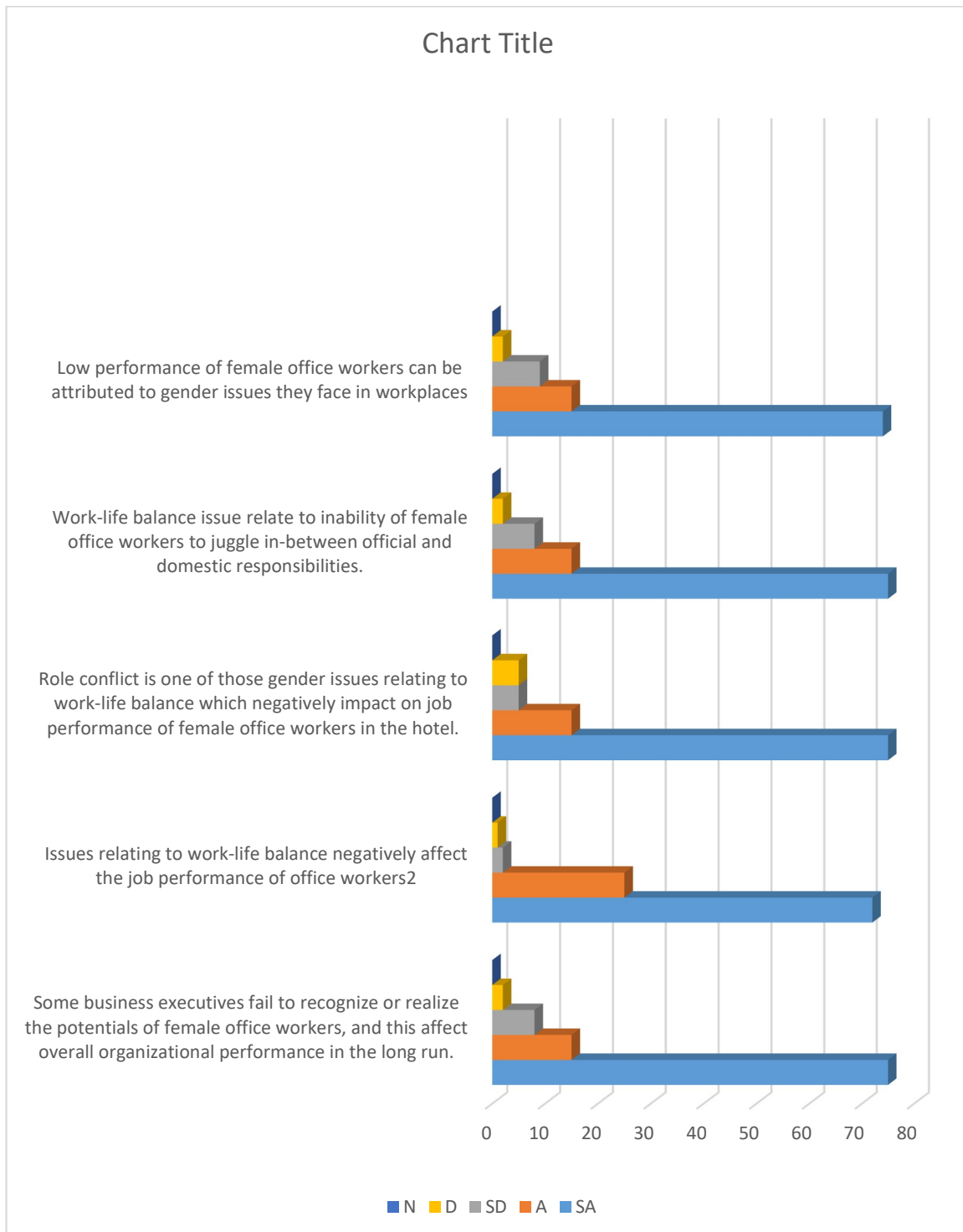
Opinion	Response Rate									
	SA	%	A	%	SD	%	D	%	N	%
There is no doubt that gender inequalities in the hospitality industry are negatively impact on employability chances of the female office workers	146	73	28	14	20	10	4	2	2	1
Married female office workers face gender inequalities due to working into late hours as hotel services are provided 24/7	150	75	30	15	16	8	4	2	Nil	Nil
Female office workers who do not have good educational background may find it difficult to work at senior levels within the hotel	148	74	30	15	18	9	4	2	Nil	Nil
Good technological skills are required of female office workers in order to compete fairly with their male counterparts in the hospitality industry.	130	65	30	15	10	5	20	10	10	5
Communication competencies are also required of female office workers seeking employment in the selected hotels.	148	74	30	15	18	9	4	2	Nil	Nil

Gender inequalities effect on employability chances of female office workers



RQ4: Will gender issues faced by female office workers affect their job performances in the selected hotels?

Opinion	Response Rate									
	SA	%	A	%	SD	%	D	%	N	%
Some business executives fail to recognize or realize the potentials of female office workers, and this affect overall organizational performance in the long run.	150	75	30	15	16	8	4	2	Nil	Nil
Issues relating to work-life balance negatively affect the job performance of office workers	144	72	50	25	4	2	2	1	Nil	Nil
Role conflict is one of those gender issues relating to work-life balance which negatively impact on job performance of female office workers in the hotel.	150	75	30	15	10	5	10	5	Nil	Nil
Work-life balance issue relate to inability of female office workers to juggle in-between official and domestic responsibilities.	150	75	30	15	16	8	4	2	Nil	Nil
Low performance of female office workers can be attributed to gender issues they face in workplaces.	148	74	30	15	18	9	4	2	Nil	Nil



Testing Hypotheses

Testing Hypothesis Ho: There is no significant relationship between gender inequalities and job performance of office workers in hospitality industry

Relationship between gender inequalities and job performance of Office workers in Alimosho Local Government, Using Chi-Square Analysis

Model Summary

Model1	R	R Square	Adjusted R Square	Std. Error of the Estimate		
	0.225	0.198	0.192	0.387		
Model		Sum of Squares	Df	Mean Square	F	Sig.
	Regression	10.940	2	5.470	36.586	.000
	Residual	48.404	388	0.150		
	Total	50.344	388			
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	0.999	0.241		4.145	0.000
	BAuto	-0.117	0.109	-0.117	-1.090	0.274
	BMgt	0.734	0.145	0.543	5.079	0.000

Source: Author's Field Survey (2022)

Decision Rule: According to table above, since the chi-squares calculated ($X^2\text{-cal}$) are greater than chi-square tabulated ($X^2\text{-tab}$) which makes all the figures to be highly statistically significant with the probability of $F = 0.000$. Collectively, we reject null hypotheses stated earlier that There is no significant relationship between gender inequalities and job performance of office workers in Hospitality Industry, we therefore accept alternative hypothesis that: Gender inequalities plays a determining factor for job performance of office workers in hospitality industry.

5. DISCUSSION OF FINDINGS

The study investigated Gender Inequalities among Office Workers forty-two registered hotels in Alimosho local Government. The study was carried out at all the registered hotels in the study area (Alimosho Local Government). In today's competitive business environment, hospitality firms recognize that they are to deliver outstanding services to get hold of and retain a pool satisfied and loyal customers for survival. This can only be reasonably achieved through the management and employees of the hotels. Employees perform critical tasks for the survivals of the organization hospitality industry not excepted. Employees perform critical tasks for the survival of the organization or hotel irrespective of any gender differences male or female. Various studies have affirmed the challenges faced and are still facing female office workers as professionals, working in the hospitality industry.

Gender inequalities exist in various dimension in hospitality industry, this include hiring discrimination (employability chances, differences in salary and wages, differences or discrimination in promotion based on job performance as well as inequality related to different goods and facilities provided to different gender. Consequently, if employees including office workers irrespective of gender carry out essential services or function which help the organization achieve it predetermined objectives, why then are the female workers being discriminated against resulting to gender inequalities. This study therefore deemed it fit to investigate on gender inequalities and their effects on female office workers' employability and job performance in Alimosho Local Government. In order to achieve the study's objectives, four relevant research questions and two null hypothesis were formulated. A sample size of 200 was drawn from the 250 population size through simple random sampling method. Data were analyzed using descriptive method . finding of the study revealed that:

There are some construct that are responsible for factors influencing female workers inequalities are includes:

- i. Gender discrimination
- ii. Preference for male rather than female office workers by the employers
- iii. Women responsibilities at home
- iv. Poor training and education
- v. The belief that the hospitality industry are male-dominated

Office works play a very significant role in achieving objectives of any establishment hospitality industry inclusive the following are some of the roles played by office worker in any giving organization

- i. To provide office services
- ii. They operate and use modern office machines and equipment to process business information
- iii. They are in charge of information processing, housekeeping and receptionist duties.
- iv. They act as the front desk personnel with good behavior and human relation skills.
- v. They carry out general office administration, management of senior managers' document and other duties may be assigned

Gender inequalities negatively impact employability changes of the female workers in the hospitality industry, especially the married female workers due to working late into hours as hotel services are provided 24 hours. In addition, office workers who do not have good educational background may find it difficult to work at senior level within the establishment. Gender issue face by female office workers affect their job performance in the hospitality industry, as some business executives fail to recognize or realize the potentials of female office workers, and this affects overall organization performance in the long run. Other issues include;

- i. Work-life balance
- ii. Conflict of interest
- iii. Low self-esteem

Though, there are mixed results concerning the domination of male and female in the hospitality industry; while some believe that the hospitality business should be strictly dominated, citing religious instinct, other believe that the industry is highly dominated by the female given consideration to lots of role responsibilities of the female workers especially in the area of office general administration and management, provision of the office services. Housekeeping, receptionist duties and utilization of modern office machine for business information processing.

6. CONCLUSION

From opinion viewed in literature and the finding of this study, it could be deduced that this study investigated and understand female gender challenges in career progression in the hospitality industry. The study identify the causes of gender issues in the hospitality industry especially the married female workers; it attempted to explain the insignificant roles which the office workers general provided which involved office general administration and management, provision of office services, housekeeping, receptionist duties and utilization of modern office machines for business information processing. The study discovered that, irrespective of gender these functions are essential for realization of the predetermined objectives of a given hotel in the hospitality industry, and therefore nullifies the basis upon which the female folks are being discriminated against. The study concluded that gender inequalities among office workers in the selected hotels in Alimosho Local Government Area negatively affect the employability chances and job performance of the office workers and as such, they should not be encouraged.

7. RECOMMENDATIONS

Based on the results and findings of this study, the following recommendations were made;

1. Female office workers especially the married professionals should maintain proper prioritizing of work and family roles. In effect, they are admonished to ensure proper work-life balance such that work responsibilities and domestic affairs will not suffer for each other.
2. Graduate female office managers seeking employment in large organizations must as a matter of necessity exhibit good, effective time management skills that will enhance their job performance, efficiency and effectiveness.
3. Self-organization or self-management is also another skill recommended for the female office managers as employability skill that will enhance their job chances in the highly saturated labour market and modern business environment.
4. Moreover, leisure management skills are required for coping with the challenges of work-life balance for married female office workers.
5. Top business executives who have married female workers attached to them should encourage them by creating conducive work atmosphere that will promote good work relations needed for organizational productivity in the hospitality industry.
6. The mutual understanding of the spouse is highly recommended, as workers in hospitality industry are prone to all sort of exposure that may want their spouse to think otherwise.

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