

Chapter 7

Human Rights and Workforce Conditions in the Tourism Sector

Osama Khassawneh

The Emirates Academy of Hospitality Management, UAE

Zeynep Gulen Hashmi

 <https://orcid.org/0000-0001-6949-6647>

National University of Science and Technology, Islamabad, Pakistan

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.

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