

UNVEILING PROFESSIONAL MISCONDUCT IN THE INDIAN HOTEL INDUSTRY: AN EMPIRICAL STUDY ON EMPLOYEE TREATMENT AND ORGANIZATIONAL CULTURE

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ABSTRACT

The Indian hotel industry, renowned for its hospitality and service excellence, stands as a beacon of the nation's tourism sector. However, beneath the veneer of luxury and hospitality lies a disturbing reality: the presence of modern slavery and professional misconduct within star hotels. This research paper aims to unveil the prevalence and dynamics of modern slavery in the Indian hotel industry, particularly focusing on the professional conduct of superiors towards their subordinates. Drawing on qualitative and quantitative data collected from employees across various star hotels in India, this study delves into the dimensions of transforming the nature of the organization, perceived rudeness, and its impact on employee effectiveness, and psychological capital (Sarwar & Muhammad, 2020). Through rigorous analysis, the research uncovers the nuanced experiences of hotel staff, illuminating the widespread presence of professional misconduct and its impact on employee well-being and organizational culture. Findings reveal significant variations in perceptions of Dehumanization within organizations and the perception of rudeness among employees (Sarwar & Muhammad, 2020), underscoring the need for targeted interventions to address interpersonal dynamics and foster a respectful work environment. Moreover, insights into employee performance and psychological capital highlight the importance of nurturing positive workplace attributes to enhance resilience and productivity. This research contributes to the broader discourse on modern slavery and professional misconduct in the hospitality sector, providing valuable insights for policymakers, industry stakeholders, and organizational leaders. By uncovering the hidden realities of the Indian hotel industry, this study catalyzes meaningful change, advocating for ethical practices and dignity in the workplace.

Keywords: Slavery, Misconduct, Supervisors, Authority, Workload

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