



HIJAB BAN IN HOTEL INDUSTRY

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Bachelor of Science (Hons.) in Tourism Management

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DECEMBER 2017

AUTHOR'S DECLARATION

I declare that the work in this thesis/ dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This thesis has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Pre Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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1.0 INTRODUCTION

Tourism is a social, cultural and economic phenomenon which involve the movement of people into countries or places outside their usual environment for personal or business/professional purposes. These people are called visitors (which may be either tourists or excursionists; residents or non-residents) and travel related to their activities, which partly implies tourism expenditure (United Nations World Tourism Organization, 2008).

Tourism is the largest industry in the world and one of the objectives of tourism development is economic development. Tourism industry is one of the most profitable industries in country and contribute much to foreign exchanged. Tourism industry is a giant industry which are consist of transportation services, hotel industry and many more.

The hotel industry is any types or forms of business associated with providing accommodations in lodging, food and beverage and a variety of services that are interconnected and orderly services aimed at public services. The hotel offers a range of guest services such as banquets, conferences and fitness, sport and facilities, beauty spas, bars, sophisticated restaurant and others. The hotel sector consists of more than 15% of all the people working in the hotel sector. Hotels fall in several different categories including the glamorous five-star resort international luxury chains, trendy boutiques, country houses, conferences, and leisure or guest houses. This highly dynamic sector offers good quality accommodation, a wide range of food and beverage, along with other services for all types of customers. The hotel sector strives to offer excellent customer service throughout its operations.

The hospitality industry has a wide range of positions available. Many of these involve serving as support staff, dealing with customers face to face in a variety of ways, includes as frontline hotel. Frontline hotel job scope is make and confirm reservations, and greet, register and assign rooms to guests. They also issue room keys and give escort instructions to bellhops, contact housekeeping or maintenance when guests report problems. Thus, jobs in the hospitality industry can involve lots of customer interaction, or be behind the scenes such as back office hotel who are working as administrative or support roles.

Most of the hotels in Malaysia will not take the workers who wear hijab as the frontline of the hotel and often workers who wear the veil will only be allowed to work behind the scenes like the back office. There are many issues that occur in the hotel industry such as hijab ban,

maternity leave, workers always stop and more. What I want to discuss here is about hijab ban and why hijab ban are always becoming an issues in hotel industry.

The word Hijab is to veil, cover, separate or place a barrier between something. Hijab is also more synonym to Muslim women who are obliged to cover from others especially for men who they can be married. The Hijab initially starts with the lowering of the gaze. Muslim men and women are commanded to lower their gaze and not to look at the opposite gender. This reduces the possibility of any bad thoughts towards an individual which is a sin and the first step towards bigger sins. In this case, there is no physical barrier but mental or invisible hijab created by lowering the gaze.

Wiles, (2007) stated relating to this view, Muslim women thus believe that wearing the Hijab is an obligation under the commandment of the Qur'an. Originally, the term "Hijab" meant "curtain" or "separation" which denoted "to hide from view". Donning the headscarf, indicates that underneath it is woman and without it, Sheikh Al-Hilali a cited in Winter, (2008) is "uncovered meat" to eyes of the men who become "cats", and thus cannot be blame for harassment signifying woman's weakness. Sinno, (2009) states the wearing the hijab may serve as a woman's emancipation and empowerment. Hijab as a marker of female and religious oppression affecting a woman's autonomy Laborde, (2006) that contradicts with the principle of secularism.