



**TERENGGANU**

**WOMEN GLASS CEILING TOWARDS CAREER  
ADVANCEMENT IN HOTEL INDUSTRY**

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## ABSTRACT

The purpose of this undergraduate project is to identify factors that contribute the most towards women glass ceiling for their career advancement in hotel industry. For recent years, the rise of women employee in the hotel industry but low percentage in top management positions has made women status become a concern. A study also found that women struggle with barriers which begin with difficulties in balancing long working hours or irregular working hours and balancing work life to rise into senior management position in the organizations. In this context, this research paper present a review of literature on the factors that contribute to women glass ceiling in their career advancement such as family factors, organizational culture, personality traits, organizational practices and gender discrimination. The literature review showed that chances of women to advance their career in management is difficult. The researchers also suggest opportunities should be given to women such as training on leadership and management in the hotel industry with a view to increase their knowledge on professional skills in planning and to handle management which can also increase their level of confident and self-esteem. The employers also should encourage and make efforts to support women that have qualifications to hold the senior positions in hotel industry. Even though the population of women working in organization rapidly increase as they play vital role in productivity of the organization but male workers still control the workplace and the glass ceiling effect still exist in management. Females should be offered to hold any departments as well as encouraged them to upgrade themselves since this is also a way they can help themselves to advance in the career. Hospitality education also must play important role in preparing future leaders and create friendly environment for women employees.

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## CHAPTER 1: INTRODUCTION

### 1.1 OVERVIEW

This section contains background of study, problem statement, research objectives and questions, conceptual framework, significance of the study and definition of key terms.

### 1.2 BACKGROUND OF THE STUDY

Over the last decade hospitality industry has experienced tremendous growth which it's the area where women hired in large numbers. Women involvement in business has no shortage but their presence in the area mark the unfairness in their empowerment and career advancement in top management position become the great of concern. Even though hospitality companies hired more women but they still typically classified into several departments such as human resources, marketing, sales, advertising etc. Moreover, women who are working in other areas, such as operations, finance and reservations have hard times breaking through the manager or director level or any higher positions. However, in reality the industries have no shortage of women employees but the positions of senior management mostly occupied by men.

According to Meyerson and Fletcher (2000), although the number of women participate in the work force and acquired the management positions are increasing, the 'glass ceiling' still exists. The term 'glass ceiling' is used to portray all the resentment or frustrations of women's employee at every level which they know their exact goal to achieve but find out by themselves that their goal was blocked by an invisible barrier (Mavin 2000). The glass ceiling became popular concept after introduced by the Wall Street Journal (Hymowitz and Schellhardt, 1986). Besides, the Glass ceiling term is relate to Glass cliff which suggested that women are likely to find themselves on a glass cliff. Apparently, its show that women traditionally confront a 'glass ceiling and men likely to be promote into management positions by the terms of a 'glass escalator'.

According to David (2017), the obstacles are assumed with the significant that cultural and psychological considerations that informal limitation such as education, skills, and physical requirements for the job. The glass ceiling is a powerful weapon that forbid women from uprising to fulfill the top positions in an organization. Furthermore, unskilled or semi-skilled women tend to work in unsafe job where they experience poor working conditions, unfairness in opportunity and treatment, violence, exploitation, stress and sexual harassment (Baum, 2013).