WORKING CONDITIONS AND WORK SAFETY OF HOTEL HOUSEKEEPERS IN BUDGET HOTELS OF EASTERN REGION OF GHANA

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ABSTRACT

Purpose – The purpose of this research paper is to investigate the influence of working conditions on work safety of employees working in housekeeping department with focus on budget hotels located in the Eastern region of Ghana.

Design/methodology/approach – the study used cross-sectional descriptive survey desing and employed both quantitative and qualitative approaches of collecting data. Data were analyzed using both descriptive (percentages, means and standard deviations) and inferential statistics (multiple linear regression analysis).

Findings – poor wages, inadequate and malfunctioning equipment, and lack of accessible fire exists were found to have negative effect on work safety of hotel housekeepers.

Practical implications – Study results provided imperative information for hotel managers to prioritize several attributes, such as safe work place, fair pay, empowerment and effective training, to enhance work safety for employees working in the housekeeping departments of budget hotels.

Keywords Budget hotels, housekeeping staff, working conditions, work safety,

Paper type Research paper

1. INTRODUCTION
The hotel industry in the world in characterized by extremely poor wages, long working hours, shift works, and low job security (Back, Lee, & Abbott, 2011). Globally however, the hotel industry is a major source of employment and a source of potential health hazards (Bureau of
Labour Statistics, 2013), though has been depicted to have unwelcoming working conditions. According to Underhill and Quinlan (2011), studies on working conditions of hotel staff are mainly on casual workers who are made up of agency temporary workers, contract company workers, day laborers, direct-hire workers, on-call workers, self-employed workers, and standard part-time workers. The ease in hiring temporary workers impacts not only on the economy, but also on the health of workers (Robertson, 2006). Studies have reported the negative health impact of casual work on employees (Underhill & Quinlan, 2011; Virtanen et al., 2005). However, these studies have mostly focused on European workers, suggesting the need for further exploration among workers from other continents, especially Africa, where majority of the workers work in an environment with scarce better conditions.

Considering the workplace threats of workers in Ghana and the study area in particular, Section 24(1) of the 1992 Constitution of Ghana states that every person has the right to work under safe and healthy conditions. The labor Act of Ghana (Act 651) also deepens the rights and responsibilities of workers in Ghana. Key among the rights are to work under satisfactory, safe and healthy conditions; to receive equal pay for equal work without distinction of any kind; to be trained and be retrained for the development of skills, and the right to receive information relevant to one’s work. Given the provisions of the labor Act of Ghana, information regarding the rights and responsibilities of the workers in hotels remains scarce.

For instance, Ghana Tourism Authority (GTA) is still in its infant stage and is now striving to establish and provide quality assurance systems needed to ensure excellence in delivery of services in all licensed tourism enterprises (GTA, 2011). Studies on motivation of hotel workers in Ghana have identified factors such as nature of work, unfavorable working conditions, low salaries and lack of recognition as major factors leading to job dissatisfaction among hotel workers (Afful-Broni & Ahseh, 2014; Agbola & Agbola, 2012). According to Agbola and Agbola (2012), working conditions in most small hotels in Ghana are as precarious as many hoteliers find it difficult to break even as a result of high operational costs. Housekeeping staff most often have to work with inadequate and in some cases ineffective personal protective equipment and cleaning solutions. A situation which can contribute to increased infections and injuries due to exposure to toxics such as ammonia and chlorine in some cleaning agents, and also bacterial infections due to contact with infectious pathogens in the cause of housekeeping operations.

In a study by Amissah (2014), it was found out that high labor turnover among hotel staff in the Eastern Region of Ghana in relation to other similar studies indicate that unfavorable working conditions are a major factor leading to high labor turnover among hotels in Ghana. A situation which has led to the use of more casual workers instead of full time staff. Most housekeepers are causal workers whose wages are based on the number of rooms they clean. As a result of this situation, they most often work for long hours so as to increase their wages. Their vulnerabilities are worsened where inappropriate tools and chemicals are used. Casual workers are not
unionized and often have poorer conditions of service compared to the full-time workers. For the fear of job loss, casual workers do not often report on cases of abuse affecting them, neither are these cases documented for remedial action to be taken (Afful-Broni & Ahseh, 2014; Agbola & Agbola, 2012).

Considering this background, the aim of this study is to investigate the influence of working conditions on work safety of hotel housekeepers with focus on budget hotels in the Eastern Region of Ghana. For the purpose of this paper, the research empirically tests the effects of working conditions on work safety.

2. RESEARCH METHODOLOGY

2.1 Research design, sampling, instrumentation, and data collection

This study used both quantitative and qualitative approaches to measure the influence of working conditions on work safety of employees working in the housekeeping department. The study used a descriptive cross-sectional research design and focused on budget hotels in the Eastern region of Ghana. Questionnaires were distributed to 384 employees working in the housekeeping departments of selected hotels. Purposive sampling was used to sample budget hotels in the study area where judgmental sampling technique was used to select the participants. Interview schedules were used to collect data from key study informants comprising managers/supervisors, GTA Official, and the hoteliers association president.

To facilitate the data collection, the researcher with the help of trained research assistants approached the management of selected hotels with a letter requesting authorization to distribute the questionnaires to selected participants in the housekeeping department. The questionnaire was given to each participant accompanied by an empty envelop. The participants were requested to submit duly filled questionnaires in sealed envelopes to the hotel reception before departing from work. The questionnaires had an introduction letter which assured participants of their confidentiality. To conduct the interviews, permission approvals were sought from all the key informants. Interviews were conducted at the time convenient to the key informants where permission to use a voice recorder was requested in order to avoid interview bias.

2.2 Data analysis

The data analysis was done using statistical package for social sciences (SPSS, v.20). Descriptive statistics using percentages, means and standard deviations were conducted to establish possible patterns in the variables and to describe the sample characteristics. Furthermore, multiple linear regression analysis was used to establish the influence of examined items of working conditions on work safety of housekeepers working in budget hotels. In addition, content analysis was used to analyse qualitative data from the study key informants where verbatim quotes were used to
express their opinions with regard to working conditions of housekeepers working in budget hotels.

3. RESULTS

3.1 Demographic profiles of the participants

The sample comprised 84.5 per cent female and 15.5 per cent male. The majority of respondents, i.e. 79.1 per cent were aged between 20 to 29 years, while 4.3 per cent were below 20 years and just about 1.0 per cent were between 40 to 49 years. With regard to the level of education, the majority of respondents, 52.9 per cent were secondary-school certificate holders and 25.4 per cent were diploma holders. A total of 80.7 per cent of the respondents were single and 19.3 per cent were married. The majority of respondents, 79/1 per cent earned below 500 Ghanaian Cedis (equivalent to $128). A total of 58.3 per cent had worked in the organization between 1 and 3 years, while 18.3 percent had been in the current job position for less than a year. Finally, a vast majority of respondents or 67.9 per cent were employed on permanent and pensionable basis, with 32.1 per cent employed employed as casuals.

3.2 Descriptive results of working conditions

The survey respondents were requested to rank their opinions on (9) questions regarding working conditions in the Budget hotels in Eastern Region of Ghana on a 5-point Likert Scale ranging from 1 (strongly disagree) to 5 (strongly agree). The results are summarized in Table I.

<table>
<thead>
<tr>
<th>Working conditions</th>
<th>Strongly agree</th>
<th>Agree</th>
<th>Undecided</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long hours of work</td>
<td>218 (55.5%)</td>
<td>141</td>
<td>14</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>Low salary</td>
<td>238 (60.6%)</td>
<td>111</td>
<td>25</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td>No instructions on use of equipment</td>
<td>80 (20.4%)</td>
<td>106</td>
<td>83</td>
<td>104</td>
<td>20</td>
</tr>
<tr>
<td>No training on safety precautions</td>
<td>124 (31.5%)</td>
<td>107</td>
<td>52</td>
<td>80</td>
<td>30</td>
</tr>
<tr>
<td>No provision of warning signs in areas of danger</td>
<td>86 (21.9%)</td>
<td>93</td>
<td>46</td>
<td>121</td>
<td>47</td>
</tr>
<tr>
<td>No provision of adequate personal protective wear</td>
<td>135 (34.4%)</td>
<td>102</td>
<td>51</td>
<td>70</td>
<td>35</td>
</tr>
<tr>
<td>Do not equip first aid box for housekeepers</td>
<td>120 (30.5%)</td>
<td>95</td>
<td>55</td>
<td>84</td>
<td>39</td>
</tr>
<tr>
<td>Not easily accessible to fire exit</td>
<td>106 (27.0%)</td>
<td>105</td>
<td>70</td>
<td>81</td>
<td>31</td>
</tr>
<tr>
<td>No access to medical services</td>
<td>140 (35.6%)</td>
<td>95</td>
<td>46</td>
<td>68</td>
<td>44</td>
</tr>
</tbody>
</table>

Source: Analysis of Survey Data
Table I shows that as high as (N= 218, 55.5%) strongly agreed that working for long hours is a threat to their safety at the Housekeeping department. The staff were of the view that having to work for long hours vis-a-vis lifting heavy mattresses in the process of laying beds as well as assuming different postures and positions during guestroom cleaning process often leads to pain at the back, neck and shoulders. Another group of housekeepers constituting (N= 141, 35.9%) also agreed to the fact that working for long hours is detrimental to the health of the housekeepers. As in most cases, housekeepers are understaffed and would have to clean all rooms for guests and perform routine cleaning at public areas and other places in the hotel.

Only (N= 9, 2.3%) of the respondents disagreed with the fact that working for long hours affect their health status. This group of workers was of the view that even though working in the Housekeeping department is strenuous and difficult but so far as workers work within the stipulated time to complete their room quota, they cannot be said to be working for long hours.

Low salary of housekeepers was identified to be a factor affecting the safety of housekeepers, (N= 238, 60.6%) of the housekeepers strongly agreed that because their salaries are so low they do other menial jobs to make ends meet or earn more income, these additional jobs coupled with long hours of work in the Housekeeping department make them stressful and prone to psychosocial distress. Many workers (N= 111, 28.2%) also agreed that low salary affects their safety. It was revealed that because of the low salary, workers are often not able to cater for their health needs and this situation affects their health status. Also, it was found that (N= 25, 6.4%) of the workers did not know whether low salaries affect their safety or not, while (N= 9, 2.3%) strongly disagreed that low salaries have effects on work safety. The underlying reason was that their educational background is low and the salary they receive is in line with it. They are working to just make ends meet but not seeking for any development.

There seems to be a split on whether availability of instructions on the use of equipment affects the safety of housekeepers. Whereas (N= 106, 27%) of the housekeepers agree that in circumstances where no instructions are given on the use of equipment it affects their safety, almost the same number (N= 104, 26.5%) disagree to this assertion on the basis that the budget hotels do not use industrialized cleaning machines and equipment. They often use simple household cleaning equipment which they are already familiar with its usage; therefore there is no need for any formal instructions before usage. As high as (N= 83, 21.1%) of the respondents were undecided on whether or not the absence of instructions on the use of equipment can affect the safety of housekeepers.

Training on safety precautions as independent variables affecting safety of housekeepers was analysed. The study revealed that (N= 107, 27.2%), agreed to the fact that safety training which is cost-effective measure in preventing injury as well as creating awareness is lacking in some housekeeping department. Many workers (N= 124, 31.5%) strongly agreed to the need to implement institutional agenda required in promoting training among staff. The study further found that safety training is not often organized for newly recruited staff induction.
A segment of the respondents (N= 80, 20.3%) disagreed to the fact that absence of safety training is a threat to work safety. This category of respondents indicated that the availability or non-availability of a training program is not a major concern to staff so far as the individual concerned do not have any difficulties executing his or her housekeeping duties. A small number (N= 52, 13.2%) of respondents could not indicate whether training had either negative or positive consequence on housekeeping safety. The inability of this category of housekeepers to make an opinion on such a critical factor affecting their work safety might be due to their low educational level or fear of intimidation by management.

Many housekeepers (N= 121, 30.8%) disagreed to the fact that no provision of warning signs in areas of danger was a threat to their work safety. They further explained that one need not be told that wet floors can predispose one to fall or a moving turbine of a fan can cause a cut if one gets closer. As a result of this, naturally, when the housekeepers get to hazardous environment they become safety cautious. This category of workers further explained that during orientation, they are taught how to handle potentially hazardous equipment and as a result they know that equipment and for that matter there is no need putting danger signs on them. In contrast, (N= 86, 21.9%) of housekeepers strongly agreed that provision of no warning signs in areas of danger poses a threat to housekeepers. It was found that in most cases, the workers are under stress because of the long hours of work and the need to meet the high demands of guests. As a result, there is the need for constant reminders of areas of danger since the absence of such warning signs in areas of danger could lead to a lot of accidents affecting the health of housekeepers. It was also found that as high as (N= 93, 23.7%) of the housekeepers agreed to the earlier assertion that provision of no signs in areas of danger are a threat to safety of housekeepers. This finding supports ILO 2013, BLS 2013 and the Health and Safety at Work Act 1974 that workers have the right to be informed and protected whenever they are in a hazardous environment.

Another working condition affecting safety of housekeepers was examined, and found that most housekeepers strongly agree that non use of adequate PPE affects their safety (N= 135, 34.4%). (N= 102, 26.0%) also agrees that non use of adequate PPE was a threat to work safety in the Housekeeping department. These were because chemical exposures could lead to allergies, irritation and even burns when the right protective wear is not used or available to be used. Again bacteria and fungi infections as a result of direct contact to the skin can also occur. This finding supports Krause (2014), Hsieh et al. (2013), and Sano (2014) findings which emphasized that all housekeeping staff should consistently use correct protective materials in order to protect themselves from biological infections during the process of cleaning guest rooms and public areas.

In considering the absence of first aid box as a working condition affecting work safety, (N= 120, 30.5%) of the housekeepers strongly agreed that in circumstances where the first aid box is always empty or lacking the essential items to manage emergency first aid situation, affect the working conditions of the housekeeping staff. It came out that cuts and bruises are common minor injuries associated with housekeeping operations which needs immediate attention; this
can easily be address when there is an available and equipped first aid box. Unfortunately most first aid boxes lacks essential items and therefore when minor injury occur, the affected worker would have to stop work leave the establishment to seek for personal dressing or medical attention outside or use the open wound to continue to work which can be infected in the process. It was also found that (N= 84, 21.4%) of the housekeepers disagree that non availability of first aid box affects work safety. The reason being that most workers do not use the first aid box and therefore the presence or non presence of the box do not have any direct effect on the workers.

Non-accessibility to fire exit was found to be another major factor affecting housekeepers’ safety in the Housekeeping department. As high as (N= 106, 27.0%) strongly agreed to the fact that inaccessibility of a fire exit affect their safety. Another (N= 105, 26.7%) also agreed to this fact and they further indicated that housekeepers often do not have easy access to emergency exits. Again, their store rooms and rest rooms are located in obscure corners in the hotel which are often far away from emergency exits.

In considering non-access to medical service as a factor affecting work safety of housekeepers, (N= 140, 35.6%) strongly agreed that the absence of such services affect their safety. It was revealed that if such services were to be available, workers will have routine checkups and any emerging illness treated before it gets out of hand. Another category constituting (N= 95, 24.2%) also agreed that non access to medical services affect work safety of housekeepers in that most of them are not able to pay for their medical bills whenever they fall sick, and for the fear of losing their jobs, they also do not report their illness, but will rather report to work in their sick and weak condition and work, a situation which often worsens their health status.

### 3.3 Qualitative analysis of working conditions from key informants

The qualitative data from the manager/supervisors, GTA official, and the hoteliers association president supported the qualitative aspect of the study by revealing that major working conditions such as long hours, low salaries, inadequate training on safety precautions, inadequate provision of personal protective wear and poor access to medical care or service affect the safety of housekeepers. For instance for the fear of losing one’s job, one has no option than to accept to work for long hours even beyond the stipulated 8hrs of work by International Labour Law.

Low salaries of housekeepers in budget hotels as the study found that majority of the housekeepers (N= 238, 60.6%) receive monthly salary below 50 Ghana Cedis (GHS500) which is equivalent to ($128) which often falls below the daily minimum wages of 5.6 Ghana Cedis increases the vulnerability of housekeepers as they are often constrained in meeting their basic health needs. Besides, management of the hotel is also unwilling to meet the medical bills of workers. The GTA Representative in Eastern region remarked,

> I admit the conditions of housekeepers are not the best but we hope the conditions will change for the better. These unacceptable poor conditions have great influence on the
safety of the housekeepers. Some work as long as 12hrs, that is 6am to 6pm in hotels that are under staff. The irony of this is that after working for these long hours their salaries do not commensurate with the work they do. These conditions often affect the health and safety of the housekeepers as they often work under stressful conditions.

An interview with the Hoteliers’ Association president to verify whether or not the working conditions in the budgets hotels are actually as strenuous and difficult as indicated by the GTA official was conducted. The submissions from the Hotelier’s Association president confirmed that the working conditions of most of the housekeepers are so deplorable and worse. This is so because most employers do not offer the workers access to free medical care when they fall sick. This is what she had to say when she was interviewed:

*The cost of running a hotel is now very expensive as the high operational cost erodes all the profit that is made. It is therefore necessary to compromise a little quality of staff to be recruited in order to make a little profit or gains. We can all bring our expertise to bear in making the working conditions in the budget hotels better than what we see, since we have majority of them in the country and the Eastern region as well, so that they can offer better services to guest.*

This is what a supervisor also had to say when she was interviewed:

‘Yes, we are aware that the housekeepers work under adverse conditions, but as you aware, there is very little we can do under such a circumstance. If we really have to be in operation and they must be in employment then each party needs to sacrifice a bit as the cost of maintaining the hotel is too high. Notwithstanding this shortfall, we do all we can to make them happy: provide them with lunch, clothing and transport after work’.

The implications of these findings are that housekeepers work in deplorable conditions and such conditions affect their safety and wellbeing. This contradicts fundamental human right as enshrined in the constitution of Ghana and the Labour Laws of Ghana, Act 651 which require that everyone irrespective of age, sex and creed has the right to safe working environment. If the rights of these workers are being violated because they have no unions as indicated by Sano (2014) and Knox (2010), then how can housekeepers be helped to form strong unions that will speak against working in such poor conditions.

There is a general perception that the Hoteliers’ Association deliberately prevents housekeepers from forming associations so that they can always be exploited easily. If this generalization is true then it goes to say that GTA which is the sole regulatory body has also not played its roles as expected in ensuring that all the structures are put in place including formation of unionised bodies. The Trade Union Association of Ghana (TUC) is also expected to play an advocacy role in ensuring that all stakeholders in the hotel industry are made aware of the need to have strong unions as well as good structures so that the safety and welfare of housekeepers can be met. The Labour Act of Ghana (Acts 651) and the Ghana Living Standard survey (2016) have emphasized
the need for every employer to place its employees at least at par of the daily minimum wage of 5.6 Ghana Cedis. This is to ensure fairness among employees. Unfortunately, most housekeepers earn below the daily minimum wage of 5.6 Ghana Cedis. The question then is, what is the Ministry of Labour doing to ensure that such workers including housekeepers’ salaries are improved such that the negative consequences associated with low salaries which include poor safety are reduced?

Housekeepers cannot be blamed for accepting to work in such adverse conditions. This is because unemployment rate is high in most developing countries including Ghana (Ghana Living Standards Survey, 2016). Due to this situation and for the fear of safeguarding the current job (housekeeping), however poor the conditions might be housekeepers have no option than to offer their service in such conditions. What needs to be addressed is for the regulatory authority, GTA, and all stakeholders to ensure that housekeepers are not exploited but rather are provided with the best of working conditions as require by ILO because housekeeping forms a critical part of hotel operations. To this end GTA need to sit up as a regulatory body and ensure that the Hoteliers Association provides all the conditions needed for work safety in the hotels.

3.4 Analysis of the effects of working conditions and hazards influencing work safety of housekeepers

Multiple regression analysis was conducted to examine the effects of working conditions on work safety and results are presented in Table II.

Table II. Model Summary of the Effect of Working Conditions on Work Safety

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Square</th>
<th>Adjusted R Square</th>
<th>Std. Error of the Estimate</th>
<th>df1/df2</th>
<th>F</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>.377a</td>
<td>.142</td>
<td>.123</td>
<td>0.179</td>
<td>9/383</td>
<td>3.609</td>
<td>&lt; .001</td>
</tr>
</tbody>
</table>

a. Predictors: (Constant), No medical service, Works long hours, No warning, Low salaries, No accessible fire exits, No instructions, No protective wear, No first aid kit, No training

Source: Analysis of Survey Data

Results presented in Table II revealed that the regression model was significant ($p < .001$) indicating that working conditions could indeed, predict work safety of housekeepers. Results indicated that, the model predictor’s variables could explain about 14.2% ($R^2 = .142$) of variation in work safety of housekeepers in budget hotels. The beta coefficients shown in Table III demonstrated that no personal protective wear ($\beta = .154$, $p = .019$), no first aid ($\beta = .147$, $p = .024$) and no access to fire exits ($\beta = .174$, $p = .003$) significantly contributed to the model. This implied that a unit change in any of these variables would most likely affect work safety by weight depicted by the coefficients.

Table III. Regression coefficients with regard to working conditions
### Model Results

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
<th>t</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B</td>
<td>Std. Error</td>
<td>Beta</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>(Constant)</td>
<td>.460</td>
<td></td>
<td>.000</td>
</tr>
<tr>
<td></td>
<td>Works long hours</td>
<td>-.026</td>
<td>-.016</td>
<td>-.317</td>
</tr>
<tr>
<td></td>
<td>Low salaries</td>
<td>-.161</td>
<td>-.101</td>
<td>-1.908</td>
</tr>
<tr>
<td></td>
<td>No instructions</td>
<td>-.061</td>
<td>-.051</td>
<td>-.823</td>
</tr>
<tr>
<td></td>
<td>No training</td>
<td>.110</td>
<td>.102</td>
<td>1.518</td>
</tr>
<tr>
<td></td>
<td>No warning</td>
<td>.077</td>
<td>.074</td>
<td>1.218</td>
</tr>
<tr>
<td></td>
<td>No protective wear</td>
<td>-.162</td>
<td>-.154</td>
<td>-2.355</td>
</tr>
<tr>
<td></td>
<td>No first aid kit</td>
<td>-.152</td>
<td>-.147</td>
<td>-2.259</td>
</tr>
<tr>
<td></td>
<td>No accessible fire exits</td>
<td>.191</td>
<td>.174</td>
<td>3.015</td>
</tr>
<tr>
<td></td>
<td>No medical service</td>
<td>.079</td>
<td>.078</td>
<td>1.292</td>
</tr>
</tbody>
</table>

a. Dependent Variable: Work safety

Source: Analysis of Survey Data

### 3.5 Conclusions and recommendations

The conclusion drawn in exploring the effects of working conditions on the work safety of housekeepers was that housekeepers in budget hotels work in deplorable conditions and all the working conditions are very significant in influencing work safety. Low salary and working for long hours, non-provision of protective wear and non-availability of first aid kit had great influence on work safety. This study has found that most housekeepers work in deplorable and adverse conditions and such conditions have great effects on their health status. Co-factors significant in worsening the working conditions are; inadequate provision of PPE and non-awareness of its consequences on the health of housekeepers. To help improve on the working conditions, GTA needs to organize training workshops for all hoteliers and supervisors on the need to improve the working conditions of housekeepers as well as the need to ensure adequate provision of all inputs required to improve working conditions.

Another critical concern is that most hoteliers in budget hotels do not engage the services of professional housekeepers due to high cost implications. The educational level of most housekeepers shown in the socio-demographic background of housekeepers is mainly secondary school level without any professional training. To ensure work safety, there is the need for hoteliers to collaborate with the Ministry of Tourism through GTA to organize training programmes in specific areas of housekeeping operations.

### 3.6 Limitations and further research

This current study only concentrated on the hazards and working conditions in only one of the most hazardous departments among budget hotels (that is the housekeeping department). In order to have a holistic view on the influence of working conditions and hazards on safety in the entire hotel, a similar study could be carried out among all the hazardous departments in budget hotels.

Another worthwhile avenue for further inquiry involves conducting a more detailed study including budget hotels in all the regions of Ghana whose findings would give out the regional
dynamics and disparities in terms of hazards and working conditions. Studies involving regional
differentials in terms of hazards and working conditions either longitudinal or cross sectional
could better lay to bare the attitudes and perceptions of housekeepers which form the underlying
factor for work safety.

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