

EFFECTS OF SEXUAL HARASSMENT BY CUSTOMERS ON HOTEL EMPLOYEES (A STUDY OF SELECTED HOTELS IN OGUNABEOKUTA)

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Abstract

The erroneous conception of customers that all hotel staff are sexual lovers and sex machines has become a motivator of wrong impression on nearly all hotel employees. This impression has become an instrument of sexual harassment on hotel workers. This act has been generally referred to as any unwanted sexual conduct or other conducts based on sex behaviour that is not compromising with the dignity of women and men at work. This unlawful act reduces a person's productivity in all areas of life especially in a hospitality atmosphere as a negative effect. Based on this, this research was carried out to evaluate the effect of sexual harassment by customers on hotel employees and their concepts of productivity. In the process of this research, prominent hotels were selected and work within Abeokuta; the capital of Ogun State in the Southwest of Nigeria for the purpose of this study. Structured questionnaire was the major instrument used for the purpose of data collection with both primary and secondary information. Based on the accumulated data and its careful analysis, it was discovered that the majority of the employees of hotels are female. It was revealed that sexual harassment is really common in the hospitality business with customers without caring for the effect on the employees but their own ulterior motive of satisfaction is the apex priority. In the conduct of this research, simple random sampling technique was adopted and it was properly conducted and documented. Literature was appropriately reviewed. Conclusion was concisely drawn with valuable recommendations that decontamination on the awareness about sexual harassment should be organized for people in order to be informed that sexual harassment is happening almost on a daily basis and they should resourcefully resist it in order to avoid its recurrent. If proper and adequate measures are not taken into consideration, the industry risks prevalent effects from sexual harassment might put the industry into financial predicament and bad appellation.

Keywords: *Employee, Hospitality industry, Productivity, Sexual harassment.*

1.0 INTRODUCTION

Lawlessness has been seen and taken by many uncultured citizens of our legal territory as a normal thing irrespective of the government of the day. This act of lawlessness does not have to do with age, gender and stratification. Besides, the act has crept into all spheres of human actions. In the phase of harassment which is defined as any unwanted social behaviour, whether sexual or non-sexual (David, 2020). This has been used to frustrate, intimidate, humiliate, demean, or degrade a recipient's dignity in all aspect of discharging their duties and responsibilities in the various

places of work with reference to hospitality business industry. The slogan "Any unwanted sexual conduct, or other conduct based on sex, compromising the dignity of women and men at work" is on among the conducts of harassment. This view was made known by the European Commission Code of Practice (ECCP)(Abdullahi, 2019).

This was manipulated through the adoption of survey and interview methods which were put into action for the process of data collection, collation, interpretation, analysis and documentation. In achieving this, the research was built to evaluate the effect of sexual

harassment by customers on hotel employees' productivity which was carefully designed to investigate the prevalence of sexual harassment among gender of the employees of various departments in the hospitality industry and to identify factors that influence sexual harassment of the employee of various departments in the hospitality industry (Bifanu, 2018). The report gathered on these showed that sexual harassment suffered by female hotel employees in our society takes lion share among others. This harassment is viewed in different manners as a body of any unpleasant social behavior; whether sexual or non-sexual, perpetrated against staff, students by an organization's independent contractor, such as a lecturer or administrative staff (Oyeyemi, 2020).

In order to conduct a resourceful research and arriving at a meaning conclusion, the research was prepared on certain set of research questions:

- Which gender of the employees and the department is sexual harassment prevalent in the hospitality industry?
- What are the factors that influence sexual harassment of employees of various departments in the hospitality industry?
- Is there a difference in the prevalence of sexual harassment among employees of various departments in the hospitality industry?
- Is there a disparity in the level of gender experience of sexual harassment among employees in the hospitality industry?

These research questions were further processed and developed to determine certain body of hypothesis:

H₀₁: The prevalence of sexual harassment among employees of various departments in the hospitality industry is not significant.

H₀₂: There are no significant disparities in the level of gender experience of sexual harassment amongst employee in the hospitality industry.

H₀₃: The likelihood of a negative influence on the experience and impact of sexual harassment on employee is not significant.

H₀₄: There is no significant relationship between hospitality workers' attitude to sexual behaviour and the nature of harassment.

H₀₅: There are no significant factors which can cause sexual harassment from customers.

H₀₆: Creation of awareness of the power of the law will not make employee to significantly report cases of sexual harassment.

H₀₇: Encouraging the employees will not significantly drive them to maximize their productivity.

2.0 LITERATURE REVIEW

Hotel Industry and Its Employees

Working in a hotel, particularly in the hospitality business, can be a difficult and demanding profession, which is made even more difficult when employees must deal with sexual harassment from visitors or customers. In adjacent to this, a hotel is a special place where visitors take realization (Bifanu, 2019). This realization basically involves a body of duties and responsibilities expected to be rendered by the hotel management in the areas of staff and the services. It is quiet known that a hotel is of different purposes and services: realization service in the area of providing sex woman services and other services. Based on this, many people believe that hotel industry was established to provide sexual services that is why some customers want it by all means, actions and manners (David, 2020). In view of the above, sexual harassment is now decorated with many forms of actions, which include:

- Labeling, gender variations in views of sexual harassment,
- Motivations for sexual harassment,
- Normalization of sexual harassment.

An happening of unusual behaviour in hotel industry can be labeled as sexual harassment from three different viewpoints:

- the actor,
- the victim,

- and third-party observers

When drawing a line and classifying an incident as sexual harassment either in a hotel or any other place like restaurant, the personnel should apply different criteria for its identification (Bifanu, 2019).

Sexual harassment and exploitation are common in the hospitality industry, which the industry's tolerance of sexual harassment is the cause of this high occurrence. Sexual harassment is becoming more common in hotels when customers sexually harass their staff and exploit the "power of the tip" or the "customer is always right" mentality to get away with it has become prone (David, 2020). As a result, hotel staff are usually easy to contact, and when they do, the management is either unsure of how to respond, does not believe the employee, or dismisses the customer's behaviour as normal. Because no one prohibits the customer from touching or flirting with the employee as a result of this normalcy, the client continues to contact or flirt with the employee. Because the restaurant industry is all about making customers happy as one among the factors of realization, the customer believes that sexually harassing the employee is legitimate (2020).

According to David, (2020); It is the part of the work of the hotel employees to be prepared for this treatment from consumers, and they should be mentally prepared for it. Overall, even if some hotel managers take steps to prevent sexual harassment, the hotel sector still has a culture of normalization and managers who are unaware of the problem.

In this study, Abeokuta was taken as the studied area which is the state capital of Ogun State in southwest Nigeria. It is situated on the east bank of the Ogun River, near a group of rocky outcrops in a wooded savanna (McKenna,2020). This is located by 77 kilometers North of Lagos by the railway and 130 kilometers by the water side. As of 2006, Abeokuta and the surrounding area had a population of 449,088. Abeokuta lies in a fertile country of wooded savanna, the surface of which is broken by enormous grey granite.

Natural rubber, palm oil, lumber, cassava, sugarcane, maize, cotton, rice, yams and other fruits and shea butter are the chief articles of trade. It is a key export location for cocoa, palm products, fruit, and kola nuts. Abeokuta is the capital and largest city of Ogun State, a vibrant city merged with cosmopolitan vibes. At the present, the city is more urbanized compared to the ancient Abeokuta which was struggling to adapt to modernization.

The economic situation of Abeokuta is reasonably alright, the city has no shortage of opportunities, the number of companies and businesses has boosted over the years. It is becoming increasingly affluent with many records-breaking educational institutions and the city has undergone various developmental efforts and has become a more livable city for entrepreneurs and investors. The city offers a low cost of living, cheap housing, quality educational facilities, and modern facilities with well-developed road networks This makes it easy for the establishment of hotel industries in the city of Abeokuta and its environ. The hospitality industry is one of the top businesses that are thriving in Abeokuta, thanks to the economic prospects and the ongoing infrastructure face-lift in the city. Its proximity to other parts of the state and other states like Lagos and Oyo ensures maximum economic gains for investors (Bifanu, 2018).

The cultural heritage, and tourism attractions, among others, makes the hotel industry thrive in the state capital. The hotels range from one star to five stars with state-of-the-art facilities. The increasing number of hotels in Abeokuta offers tremendous advantages to the government through tax and employment opportunities to school leavers and graduates. The research was carried out in the rock city of Abeokuta, specifically at Abeokuta South Local Government Area, the capital of Ogun State, Gateway State. The hotels in the city of Abeokuta include:

- Conference Hotel opposite (OOPL),
- Olusegun Obasanjo Presidential Library,

- Presidential Boulevard, Oke Mosan, Abeokuta.
- Quarry Imperial Hotel, Abeokuta, 52, Quarry Road, Abeokuta, Ogun State.
- Daktad Suites and Events Centre located at Majek Kembo Close, Post Office Road, Abeokuta South, Abeokuta, Ogun State.
- Providence Hotel and Suites, MKO Abiola way, NNPC Mega Station, Abeokuta.

Sexual Harassment

This is one among the series of harassments faced by both male and female in our public places. Haven seen this issue as a serious case in our places of work, social and our living environment, both men and women are always been sexually harassed which has been identified as a persistent impediment to professional success and fulfillment in our society (Cerinom 2020). This research was embarked upon in order to create its laudable awareness for the purpose of reducing its recurrent and effects on a person's productivity in all areas of life, especially in a hospitality atmosphere. Sexual harassment is worldly regarded as a huge cultural problem that has affected businesses around the globe. In most places of work sexual behaviour dehumanizes, humiliates, molests, oppresses, traumatizes, and incapacitates both male and female employees, young, middle-aged, and elderly and eventually disorganizes effective means of on the job satisfaction among workers (Abigail, 2019). The victim of sexual harassment is frequently subjected to subordination by a supervisor who officers, customers and even staff of equal rank. The level at which sexual harassment is being perpetuated in hotel business remains unclear, highly alarming and irritating to hear. It has been vehemently documented and presented to the world that hotel employees are subjected to more incidences of sexual harassment than other workers, with the majority of the

harassment coming from coworkers (David, 2020).

Furthermore, the mood of beautiful appealing appear is one among the qualities of hotel business industry staff, But this quality has been taken against the staff as one amongst the aids of sexual harassment. According to Oyeyemi (2020): 75 percent of hotel staff especially the cleaners and servers in the hotel industry had experienced one or more instances of sexual harassment at work. More than half of hospitality staff in the county both in the city and the rural areas had been sexually harassed during the process of discharging their duties either by their supervisors at work, their co-staff or by their customers.

This research revealed that sexual harassment of women is more pictured and of serious problem in hotel industry. Ninety nine percent of Nigerian women had experienced sexual harassment in different forms: verbal abuse, groping women's bodies, nasty stares at women's bodies, using obscene language, and stalking and pursuing from work (Oyeyemi, 2020). In the conduct of this research, the study employed a descriptive research design because of the nature of the variables that were at hand, to produce data, required for quantitative analysis and to allow simultaneous, description of views, which is used in this research to measure or observe the perceptions and experiences of a group of people who have worked in a hotel or are still working in a hotel. In the conduct of the finding, the kind of participants taken for this study is people who have worked in a hotel or are currently still working in a hotel, which comprises both male and female employees?

3.0 METHODOLOGY

The Procedures for the Data Collection

Permission was taken from the authorities of the selected popular hotels in Abeokuta in other to show that the research is not for profanity, blasphemy, vulgarity and irreverence. The respondents that were used in the study were given questionnaires to fill.

This was carefully supervised and collected and collated immediately after completion. Clarification was given to respondents where needed. Their links were carefully treated animosity to the data collected in favour of individual personality.

Sampling Technique and Sample Size

The sampling for the study includes all the selected hotels in Abeokuta in which the numbering was over 500. The study used a simple random sampling technique which is a probability sampling method that draws a portion of a population so that each member of the represented hotels has an equal chance of being selected. According to the literature, a maximum of 22 hotels were eventually selected as the sample for study. In other words, in a random sampling, all possible samples of fixed size have the same probability of being selected as a result of the simple random sample which provides a sample that is highly representative of the population being studied. A sample drawn at random is unbiased in the sense that no member of the population has a better chance of being selected than any other member. Since the units selected for inclusion in the sample are chosen using probabilistic methods, simple random sampling allows the use of generalizations: statistical inferences from the sample to the population. The sample size in this study is done by selecting several study units from a defined study population.

The sample size (N) of the study was determined from the proportion documented on Cronbach reliability test, with Alpha values of 0.753. The standard score constant value (Z) is 1.96; and the level of significance is 0.95%. Following the population of the study sample size that consists of one hundred (100) participants, they are the employee of the representative sample hotels. The formula for the sample size is as follows:

$$N = \frac{Z^2(PQ)}{S^2} = \frac{1.96^2(0.45 \times 0.37)x^2}{0.05^2} \cong 100$$

Based on the above formula, the research instrument was a device utilized by researcher to gather information from respondents. The study therefore, used a questionnaire as a research instrument because it guarantees a more extensive scope and researcher can approach respondents more effectively as compared to other methods.

The questionnaires are both closed and open-ended. Closed-ended questions are the ones in which a list of conceivable elective alternatives is given for respondents to choose the reaction that best portrays their suppositions. The instrument used for the research was a survey that consists of different sections:

- Section A of the survey focused on the demographic characteristics of respondents.
- Section B focused on the causes and association of sexual harassment with employees' productivity.
- Section C contains information on the indicators of employee productivity.

Likert scale was adopted because it is one of the most widely used tools in researching popular opinion. It is very easy to use and understand (David, 2020). In addition, the reliability of the data conducted with the Linkert scale is highly valued.

Data Processing and Analysis

The research was quantitative analysis was used for the study in order to achieve the aim and objectives. The quantitative data was analyzed using SPSS v. 25 (frequencies, percentage, Chi-square) in order to describe and measure the relationship among the variables. At the same time, qualitative data was examined based on content of the analysis.

According to Abdullahi, (2019); ...there are two fundamental reasons for adopting content analysis to analyze qualitative data first; this approach enhances the generality of the research. Also, it is used to rate their opinion

on their experience and how it mostly affected their productivity.

4.0 RESULTS AND DISCUSSION

Descriptive Statistics of Respondents' Socio-Demographic Characteristics

Employee				Customer			
Items		Frequency	Percentage (%)	Items		Frequency	Percentage (%)
Gender	Male	17	34	Gender	Male	28	56
	Female	33	66		Female	22	44
	Total	50	100		Total	50	100
Marital Status	Single	22	44	Marital Status	Single	26	52
	Married	28	56		Married	24	48
	Total	50	100		Total	50	100
Age	18 – 25 years	32	64	Age	18 – 25 years	27	54
	26 – 35 years	15	30		26 – 35 years	15	30
	36 – 45 years	03	06		36 – 45 years	02	04
	Total	50	100		46 – 55 years	03	06
					55+ years	03	06
Educational Status	SSCE	17	34	Educational Status	SSCE	16	32
	OND/NCE	23	46		OND/NCE	17	34
	HND/BSC	10	20		HND/BSC	13	26
	Total	50	100		MSC/MBA	02	04
					PhD & others	02	04
Religion	Christianity	28	56	Religion	Christianity	33	66
	Islam	22	44		Islam	17	34
	Total	50	100		Total	50	100
Department	Reception	05	10				
	Housekeeping	05	10				
	Marketing & Sales	09	18				
	Security	17	34				
	Food & Beverages	14	28				
	Total	50	100				
Length of Service	1 – 5 years	33	66				
	6 – 10 years	13	26				
	11 – 15 years	04	08				
	Total	50	100				

Table i: Frequency and Percentage Distribution of Respondents' Socio-Demographic Characteristics (At 95% Confidence Interval)

Result and Discussion

The result from Table i depicts the frequency and percentage distribution of the socio-

demographic characteristics of employees. The item 1 revealed that 66% of the employees that participated in the research were female while 34% of these employees to be male. The reason might be due to the fact that there is prevalence of females who study hospitality management compared to their male counterparts. Out of the respondents, 56% happens to be married while the remaining 44% were single. This could be due to the fact that the hospitality managers needed matured and experienced employees to have recruited more of the married than singles.

The highest proportion of employees who participated falls between the ages 18 – 25 years, (64%) while staffs between the age range 36 – 45 years has the least proportion, (36%). The reason for this might be because the recruiters are looking at freshness and new ideas from new graduates of institutions. Majority of the respondents possess either OND/NCE certification, (46%) while SSCE certificate holders were 34% or a fewer proportion, (20%) with either HND/BSC certification. This means that there are more OND/NCE certificate holders as employees who participated in the study.

This might be due to the fact that they believe their institutions would have engaged them in more of practical and exposed them to industrial attachments in order to get more experience. The result shows a higher proportion of Christians as 56% of the total population while 44% are Muslims. This implies that the employees are religious believers. The hotels used for this study as reported to be dominated with employees with 1 – 5 years working experience, (66%) with those with 6 – 10 years length of service to be 26% while those with 11 – 15 years working experience are of fewer proportion, (8%).

This implies that there are more of employees which fall under 5 years of length of service. This might be because the recruiters wanted those with stronger passion for the profession in order to be committed to fulfill the purpose of the job at all cost. The result from Table i revealed that the male gender happens to have

a higher patronage of the selected samples of hospitality stations with 56% as compared to their female counterpart with 44%. This implies that the hospitality management has more of male customers. It might be due to the fact that men like to enjoy themselves after day work to relieve them of the day stress while female are saddled with the responsibility of taking care of the home.

Out of the customers who participated in the study, 52% of the proportion is single while 48% are married. This implies high patronage of singles. This might be because they don't have any responsibility on their shoulders. Customers with age range 18 – 25 years are of the highest proportion which is slightly above average, 54% while those with ages 26 – 35 years have a proportion of 30% while ages that have fewer proportions are 36 – 45 years, 46 – 55 years and 55+ years with the proportions 4%, 6% and 6% respectively.

This implies that more patronage comes from customers with age range 18 – 25 years. This might be because they are very young and naive of the future ahead of them which would have led them to use the available finance properly. Although, most of these customers, 34% are OND/NCE graduates, with a proportion of 32% and 26% for SSCE and BSC/HND holders respectively while only 8% of the proportion possesses either MSC/MBA/PhD certificates. This implies that a higher proportion of the customers are OND/NCE graduates. This might be because their financial responsibilities are been provided for by a guardian or sponsor. There are 66% customers with Christian religion compared to 44% of customers who are Muslims. A higher proportion of these customers are Christians. The customers have religious believes.

Comparing the Respondents' Socio-demographic Characteristics in Table i, the result shows that there are more female respondents among the employees as compared to the respondents from the customers where there is male prevalence. Most of the employees are married as

compared to the customers where majority of them are single. Majority of the respondents from both parties falls between the age ranges 18 – 25 years. There are more of OND/NCE certified graduates for the respondents of both groups. The prevalence of Christianity is similar among the respondents from both groups. All these comparative tendencies can give room for social vices in our society. Out of which, sexual harassment is the prevailing evil act in our places of work, taking hotel as the measuring unit among others.

Descriptive Statistics of the Factors that influence Sexual Harassment

S/N	Items	Freq	%
1.	Touching of the buttocks	40	80
2.	Seductive images, messages and late-night calls	50	100
3.	Holding the hands	31	62
4.	Girding of the waist	40	80
5.	Seductive looks and gestures	40	80
6.	Seductive teasing, jokes or enquiry	50	100
7.	Facial expressions, winking, licking lips or throwing kisses	26	52
8.	Caressing the employee's hair or body	43	86
9.	Seductive remarks about an employee's appearance or looks	40	80

Table ii: Statistics of the Factors that influence Sexual Harassment

According to the results from Table ii, it was discovered that 80% of the employees strongly agree that customers can touch of their buttocks as a means of influencing sexual harassment. This might be because they have undergone sex education at the early stage of

their life. All of the employees strongly agree that sending of seductive images, messages and late-night calls can be regarded as sexual harassment. This can be due to the fact being morally equipped. Only a proportion of 62% of the employees agree that holding of hands can influence sexual harassment to them. This can be because of the sense of maturity they have concerning the society.

However, 80% of their proportions strongly agree that waste girdling from a customer is a factor that influences sexual harassment to them. This can be due to their level of religious belief and discipline. Majority of the employees, 80% strongly agree that seductive looks from customer is among the factors that influence sexual harassment to an employee. This might be because they don't want their customers to reduce them to cheap prostitute. Virtually all the employees, 100% strongly agree that seductive teasing; jokes or enquiry from customer can influence sexual harassment on employee. This might be due to the fact that they are sensitive and morally sensitized. A little above average of the employees, 52% strongly agree that facial expression is a factor that influences sexual harassment on employee. The level of their exposure to socialization might have judged their reasoning. A higher proportion, 86% of the employees strongly agree that caressing an employee's hand by a customer can be regarded as a way of influencing sexual harassment.

This might be due to the fact of not letting the society misjudged them, if eventually it is exposed. An approximate proportion of 80% of the employees strongly agree that seductive remarks from customer to an employee are other factors which influence sexual harassment. This can be due to their level of religious belief. It is clear that all the factors above are regarded by employees as influences of sexual harassment. The Analysis of variance, (ANOVA) table of Factors influencing Sexual Harassment shows that the result was not statistically significant, P-value = 0.8625 which exceeds the level of

significance, $P > 0.0001$ at 95% level of significance.

Descriptive Statistics on the Perception and Attitude of Employees on Sexual Harassment

S/N	ITEMS	Freq	%
1.	Sexual remarks from customers	40	80
2.	Been touched by a man/woman in a sexual way	39	78
3.	Been asked by a man/woman to go out with him/her	40	80
4.	A request for sexual relations	37	74
5.	Flirting from a customer	44	88

Table iii: Perception and Attitude of Employees on Sexual Harassment

The result from Table iii depicts that majority of the employees, 80% strongly disagree with

a sexual remark from a customer directed to them. This might be to the fact that they don't want to be treated with disrespect because of their profession. About 79% of these employees are of the opinion with strong disagreement with a form of sexual touch in any form from an opposite customer. This might be because they don't want to be approached as an amateur in the profession. Majority of these employees, 80% strongly disapprove with a request of hang out with a customer.

They might have felt how inappropriate it will look and sound if the incident got exposed. 74% of these employees strongly disagree with a customer request of sexual relationship. They might have thought about how that is going to degrade their value. A higher proportion of the employee, 88% are strongly against flirting with the customer. This might be due to the sense of maturity and commitment to their partner. So, it is clear that the perception and attitude of employees sure forbids any engagement of sexual harassment.

Descriptive Statistics of Employee Experience and Interpretations of Certain Situations on the Causes of Sexual Harassment from Customer to any Employee

S/N	Items	Employee		Customer	
		Frequency	%	Frequency	%
	Touching of the buttocks IS GOOD	39	78	35	70
1.	Seductive images, messages and late-night calls IS WRONG	44	88	43	86
2.	Holding the hands IS A NICE GESTURE	39	78	38	76
3.	Girding of the waist IS HARMLESS	39	78	38	76
4.	Seductive looks and gestures IS CHARMING	43	86	39	78
5.	Seductive teasing, jokes or enquiry IS FUN	40	80	38	76
6.	Facial expressions, winking, licking lips IS APPRECIATION	35	70	38	76
7.	Caressing the employee's hair or body IS PROPER	33	66	31	62

Table iv: Employee experience and interpretations of certain situations on the causes of sexual harassment from customer to any employee

As attributed to Table. iv, the proportion of employees who were strongly against the assertion of being touched on their buttocks by customer AS GOOD thing is 78%. This follows the consistency of the employees in earlier engagement as opposing factors that influences sexual harassment. A higher proportion of the employees, 88% of the agreement that seductive images, messages and late-night calls from a customer IS WRONG. This also follows the consistency of the employees in earlier engagement as to their opposition of factors that influences sexual harassment.

Only a few, 22% of the employees were strongly against a customer holding the hands of the employee AS A NICE GESTURE while 78% only disagree. This might have been because of their level of exposure to the society as made such move to look common and playful to them. A higher proportion of these employee, 78% are of the opinion that waist Girding by customer IS HARMLESS. This might be because they believe the customer cannot take advantage of them sexually in the open. Majority of the employees, 86% strongly agree that seductive looks and gestures from a customer ARE CHARMING. They might have felt it was only a complement for professional conduct and nothing more.

A fewer proportion of the employee, 20% disagree with the assertion; seductive teasing, jokes or enquiry IS FUN while 80% agree to the statement. This proportions who are in agreement might just want to enjoy the pleasure of what is happening around them. A high proportion of the employees, 70% are strongly against (disagree) with facial expressions, winking, licking lips as a form of APPRECIATION from a customer while 66% disapprove (disagree) of caressing their hair or body from a customer as PROPER. This might be because at both incidents, the employees are been cautious of what damage it might have on them. It is seen here that the employees must have in a point experienced the above listed cases and their interpretations

to the handling based on the responses were similar in some cases and contrary in another scenario.

The ANOVA table for employee experiences and interpretations of certain situations in cases of sexual harassment was not statistically significant, P-value = 0.5677. According to the ANOVA table a higher proportion of the customers, 70% sees nothing wrong with them touching the buttocks of an employee at the hospitality places they visit. This might be due to the fact that they have been familiar with the employees. A higher proportion of the customers, 86% were undecided on if sending of seductive images, messages and late-night calls to an employee to be wrong. The implications here might be due to their moral obligations. About 76% of the customers are of the opinion that against the statement that holding the hands of an opposite employee in hospitality station IS A NICE GESTURE while 24% strongly agree to the assertion. Although there seems to be diverse opinion on this event but the religious principles might have led to their indecision.

Majority of the respondents are undecided on whether girding the waist of an employee in a hospitality center IS HARMLESS while 24% agree of it to be harmless. This scenario shows that the customers are not willing to condemn such act but play a safe card of not admitting where they tend to pitch their tent. Also, a higher proportion of the customers, 78% are undecided on if seductive looks and gestures from them to an employee to be CHARMING while 22% believe it is. Again, there was a repeat that a huge proportion of customers are not willing to condemn such act but play a safe card of not admitting where they tend to pitch their tent. 76% of the customers agree to making of seductive teasing, jokes or enquiry AS FUN to them while 24% are against such act. This can be that the customers that can give them more access to such employee.

A high proportion of the customers, 76% strongly agree with facial expressions, winking, licking lips as a form of

APPRECIATION to an employee while 24% disapprove (disagree) such kind of move. Here the opinions of the customers are different but majority tends to be willing in such act. Approximately 62% of the respondents strongly agree that they can caress the employee's hair or body and confirmed it as PROPER while 38% are against. Also, here the opinions of the customers are different but majority tends to have the will for such move. Based on this belief, if customer can do any of the following to any employee, it is clear that they are willing to engage themselves in such act based on their general responses.

The ANOVA table shows that, if customer can do any of the following to any employee was not statistically significant, P-value = 0.1565. In line with Table iv, when comparing the responses of employees experience and interpretations of certain situations on causes of sexual harassment against customer that can do any one among the causes of sexual harassment to any employee, it means that the ANOVA table is right. A high proportion of employees are against the statement that touching of the buttocks IS GOOD while a high proportion of the customers sees nothing wrong with it. A higher proportion of the employees agree that sending of seductive images, messages and late-night calls IS WRONG as compared to a higher proportion of the customers who are undecided on the statement. Responses from both parties show an agreement that holding the hands of the hotel employees IS A NICE GESTURE.

Majority of the employees are of the opinion that girding of the waist IS HARMLESS compared to a higher proportion of the customers who are undecided. Majority of the employees are of the opinion that seductive looks and gestures IS CHARMING compared to a higher proportion of the customers who are undecided. The responses from both groups show similarity in agreement to the statement that seductive teasing, jokes or enquiry IS FUN. A higher proportion of the employees are strongly against the statement that facial expressions, winking, licking lips IS

APPRECIATION form a customer as compared to a higher proportion of the customers who agrees to that statement. Majority of the employees disagree with the statement that caressing the employee's hair or body IS PROPER as compared to the responses of most customers who believe is proper.

Descriptive Statistics on the Awareness of what the Law can Do to Culprits and the Gain to Victims

S/N	ITEMS	Freq	%
1.	You have rights as an employee of an organization	34	68
2.	The right to report any form of sexual advances or threats to the nearest law enforcement agency for prosecution	34	68
3.	The law prohibits any sexual relationship which is not mutually agreed upon	49	98
4.	There is a penalty for sexual assaults or coercion	41	82
5.	You know you have the right to press charges against both culprit and/or the organization involved	34	68

Table v: Descriptive statistics on awareness of what the law can do to culprits

According the results from Table v, it depicts 68% of the employees are not sure of their rights as an employee (backed by the law) in an organization. This might be because they were not told about the part of the law that prohibits their employer or any customer or

organization that have been punished in the past. A large proportion of the employees, 68% strongly agree to be aware of the right to report any form of sexual advances or threats to the nearest law enforcement agency for prosecution. In this instance, they seem to be a level of awareness on reporting of the matter to law enforcement agency.

Almost all the employees, 98% were of the opinion to know that the law prohibits any sexual relationship which is not mutually agreed upon. This might be because it is common to the society at large that any form of sexual engagement which the consent of one of the parties involve is violated is regarded as rape. A higher proportion of the employee, 82% strongly agree to be aware of the penalty for sexual assaults or coercion to an employee. This means they are all aware of the punishment for culprits.

A high proportion of the respondents, 68% from their response showed awareness of the right to press charges against both culprit and/or the organization involved. A substantial proportion is now aware of their rights to press charges against both the customer and organization. The level of employees' awareness of what the law can do to culprits and the gain to victims became clearer as they respond to the questions. The ANOVA table for awareness of what the law can do to culprits and the gain to victims was not statistically significant, P-value = 0.7017.

Descriptive Statistics on Customer's Opinion on Entitlement to the following Services

S/N	ITEMS	Freq	%
1.	Touching of the buttocks	41	82
2.	Sending seductive images, messages and late-night calls	40	80
3.	Holding the hands	36	72
4.	Girding of the waist	49	98
5.	Sending seductive looks and gestures	40	80

6.	Facial expressions, winking, licking lips should be accepted and returned	40	80
7.	Caressing the employee's hair or body	50	100

Table vi: Descriptive Statistics on Customer's opinion on entitlement to the following services

Table vi shows that majority of the respondents, 82% believed that it is one of their benefits as a guest to have the chance to touch the buttocks of an employee or staff of such hospitality station. A higher proportion of the customers, 80% strongly agree that they are entitled to send seductive images, messages and late-night calls to an employee of their choice. In this scenario, 72% of the respondents strongly agree that holding the hands of an employee is beneficial to them. Almost all the respondents, 98% agree to want the opportunity of girdling the waist of an opposite employee. 80% of the respondents strongly believe they have the right to send seductive looks and gesture to an employee/staff of the hospitality places they visit.

Majority, 80% of the respondents strongly agree that an employee should see nothing wrong in facial expression sent to them which it must be met with a kind response to confirm acceptance. All the respondents are strongly in agreement that caressing of the employee's hair or body is to their own personal benefit. The result of the responses above indicates that customer's opinion on entitlement to the services listed showed that they believe as a guest it's their benefits which they are not willing to compromise but enjoy the satisfaction. The ANOVA table on guest opinion on entitlement to the following services is not statistically significant, P-value = 0.6474

Discussion of the Findings

The findings from the results clearly shows that majority of the employees are female in

which slightly above average. This is similar to the study; *How Does Sexual Harassment Influence the Female Employee's Negative Response in a Deluxe Hotel? By Hyo Sun and Hye Hyun*, (2020) where it was reported that most of the workers are female. It was also reported that, the hotel sector is dominated by women with an average 55.5% of the workforce. Although a higher proportion of the employees are married according to the findings. However, most of these employees' age ranges between (18 - 25) years with their length of working experience at the hospitality industry stood between (1 – 5) years. This is contrary to findings from (Oyeyemi, 2020) revealed that employees of different age groups displayed different levels of work engagement. In these studies, the older employees (42 years and above) were more engaged at work followed by younger employees (18–25 years). Similarly, a Central Province of Ghana study indicated that older employees scored higher on the dedication variable of work engagement in their various places of work that those employees of lesser age (Oyeyemi, 2020). A substantial number of them have possesses either OND/NCE certification. This can be compared to the results of findings from the customer who participated in the survey and regular patronage of these represented samples of hospitality industry to have the male gender as their major client. Reports from the findings shows that slightly average proportion of them are single belonging to an age range (18 – 25) years.

Furthermore, the result showed that all the factors listed influences sexual harassment from a customer. Almost all the employees were strongly agreed that the factors influence sexual harassment of employees in various departments by customers. This corroborates with findings documented by Bifanu, (2018) in the research study where routine such as unwanted hold close, back-patting, shoulder massaging, erotic remarks, kissing, inappropriate fondling, and seductive leering

were listed as common sexual activities in a workplace.

Again, it was discovered that a higher proportion of the employees strongly agree as to touch of their buttocks by a customer to influence sexual harassment which is similar to the study; all female workers say sexual harassment is one among the information of life in all places of works. It was also revealed that out of 100% participants surveyed, 42% experienced either unwanted touch, or evocative comments, or propositioning while working in their places of work. This is similar to the findings from Oyeyemi, (2020) in the study; *The Faces of Female Staff in Places of Works against Sexual Harassment* where a worker is three times likely to experience unwanted touched by customers in a served period.

Observations

The following observations were critically made:

- Hotel services have been initially tagged to be the services of the body sellers (Abolanle, 2019).
- It was also observed that is part of the hotel employees to cultivate the habit of appealing mode of dressing in order to entice their customers.
- The hotel employees do not know their right under the phase of national law and their employers are not willing to make them understand that there are laws that protect their dignity (Bifanu, 2019).
- It was also observed that the society is made up of wrong orientation about harassment .
- The hotel customers do take the employees for granted for the sake of their personal satisfaction(Cerinom 2020).

5.0 CONCLUSION

This study has revealed beyond reasonable doubts that sexual harassment is really common in the hospitality business based on the observations made with customers not care

about the effect on employees' stratification. It was also discovered that a higher proportion of employees (an accrued proportion off 85% of the total respondent) are now aware of their rights and the stand of the rule of law against any form of sexual harassment from customers or pressure from any organization unless they are not bold enough to report such cases based on this resourceful research findings. If the awareness and the position of law are properly and adequately put in place against sexual harassment and its other forms and kinds, the hotel industry will be firmly served from further predicament from the society.

6.0 RECOMMENDATIONS

Haven reported the results of the findings with proper observations and meaningful conclusion; therefore, the following recommendations are made:

1. Sensitization on the awareness about sexual harassment should be raised and people should know that sexual harassment is happening almost on a daily basis.
2. There should also be more education about this topic, starting with children. Children should be taught about sexual harassment to protect them not only at home but also in the society at large.
3. Also, to minimize sexual harassment from happening, there should be a policy in restaurants (and all hospitality-related workplaces) about sexual harassment not being tolerated and penalty if such event occurs.
4. Employees should be informed about this policy and know that sexual harassment is not accepted.
5. Employees should also be provided with procedures to make a formal charge or complaint.
6. The mode of dressing in hotel should be properly addressed.
7. Additional research is highly recommended to raise more awareness about the frequency of sexual harassment, the reasons behind it and to find possible solutions for the re-occurring problems.

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