

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the Study

About half of the world's population is represented women. In the western countries, men and women both enjoy equality of rights. But the situation in most of the Asian and African country's women is different. There is a large scaled discrimination between men and women. Parents treat male and female children differently and have expectations based on the cultural definition of sex differences (Sastry, Nalini and Pandey 2000). Nalini reports socialization process is the responsible factor to differentiate male and female by their parents. There were revolts and big controversies in the past. In Europe and America, there were lots of conflicts raised of women. They had a protest demonstration for their participation on various sectors of status uplifting. There was even equality where girls and boys were treated differently.

But the situation of women in the westerns countries, these days, is far batter than the Nepalese women. They have been enjoying their freedom. People should be treated in talent base rather than gender. Qualities should be considered in human beings. Sex should sometimes be accepted and sometimes be rejected as per the situation. Only physical structure, softness, weakness etc. must not be highlighted. These days, a large no. of women involve in sports. Only opportunity is to be given to them. Lots of women take part in wrestling like game too. Even all the nation in the world have occupied women is their executive level. They have recruited in the army, police and other security force sector.

In Nepal, women consituts more than half of the total population and their involvement could be very important in the socio-economic

development of the country (CBS, 2001). Women have played important and various role in economic and social activities in every part of her life but her living status is very poor and miserable in most of the families whether they are holding jobs or depending on the age-old agricultural activities and household chores.

The status of women is an important factor affecting the socio-economic development of a country. The long-term socio-economic development of country can be fully realized if women, who constitutes more than 50 percent of the population enjoy a subordinate position to men and their talents remain unutilized or underutilized. In society where women are mainly concerned with the domestic affair and raising children are not only the economic development of the society.

Women are treated almost as second class citizens due to conservative tradition, illiteracy, ignorance, poverty and superstitions in the context of Nepal. Women always work hard for her house and family she has no power of making decisions of her own and family. She has no equal right to inheritance. In her life she always depends upon a men. In her child hood she depends on her father. After she gets married she depend upon her husband and when she becomes old she depends upon her son. Thus women have less prestige, power and advantage than their male counterparts in the society. Until we have faith in myth and perform our functionaries according to orthodoxy sentiments, hardly women shall be privileged with said rights.

Throughout the ages women have been performing task in their homes and taking part in various economic activities, whether working day is longer than that of their husbands they are the first to rise in the morning and the last to go to bed at night. And yet statistics on working

population are still silent on the subject of these unpaid women work (Germaine Brocella, Jobs for women).

When women's activities was limited inside the home and men's right to prosperity was guaranteed by the law, women were forced to depend on men economically. According to Lenin, as a result of oppression for many years, women were set aside by the society and they were considered as backward by the conservative section of population.

The importance of women's contribution to life is not simply towards family life but also towards community and country. But Nepalese women have not able to make full contribution to society, because they have been neglected in every field of life. As we know that education helps to fulfill and use the hidden talents and abilities of every individuals. Therefore education should be made equally available for all. Formal education is very much necessary to enlighten the female mind and to improve the standard of Judgement.

Time is changing society is also changing at the same time. Consequently, the women who were lacking behind are gradually participating on the male dominated professions. The rising number of female workers is the most obvious indication of the changing position of women, says Katheleen Gerson.

In today context there is a high rate of inflation, so the added source of income by women from jobs outside the home is very helpful. Once the women start earning their economic condition too will improve, which leads them to maintain a standard of living. For these reasons women have started to take jobs-outside while continuing to perform their traditional role of housewife. Women who get chance to get themselves educated and feel that they can prove themselves have started to come out

of the house to work. Now women know that they have equal legal rights as men (Shrestha, 1986)

The employment opportunity in Nepal is limited and it is too scarce for the women. The numbers of women holding higher-level posts are negligible and mostly limited in the bottom rungs of the occupational ladder. So far the type of employment for women is concerned, the teaching profession is generally regarded to be a respectable job for women. So, most of the educated Nepalese women are encouraged to be a teacher rather than to join other service. The teaching profession is widely accepted even by those who are against women's employment. "Teaching is approved by society for women as they can easily combine their home roles with it."

The star Hotel and Casino of Kathmandu has employed women officials. Few of the women has been working in the executive posts too. However, male employees domination can be seen. Casino is one of the place where female employee have to work for night shift also. Nearly 3500 women are employed in the total casino of Nepal (Nepal Recreation Center Pvt. Ltd., 2009).

## **1.2 Statement of the Problem**

According the census of 2001 Nepal's population was 23151423 out of them 11563921 (49.9) are males and 11587502 (50.1) are females. In our country female literacy rate is low (42.5%) compare with male (65.0%) (CBS, 2001).

The urban area has a different life style from the rural area because they are more educated females in the urban areas and they tend to marry quite late that is between the age of twenty to twenty nine. The urban

areas of Nepal has 33.5 percent of economically active females. This study tried to find out changes that have come in urban women of Kathmandu who are educated and employed.

Some of the women who are literate and working in office are bearing double burden because they had to work both in office and home. They may have their own opinions, beliefs and desires because such women have got neither total freedom from their household works nor have they become able to demonstrate their potentiality freely in their public work sector.

The new economic pattern has emerged in two phases. In the first phase a woman has to choose between her career and marriage and naturally because of culture and tradition she adopted for marriage and family. In the second phase of the economic pattern, there is no question of choice but to combine work and family.

In one hand, women in Nepal are bring unemployed day by day where as on the other hand social tradition does not allow them in whatever sectors of employment they want to engage. It has taken as a problem because the women employees are facing problems. Several studies have been done by the various researchers regarding the workers.

### **1.3 Objectives of the Study**

The objectives of this study are as follows

- a. General objectives
- To trace out the socio-economic condition of women working in casino.

b. Specific objectives

- To trace out the economic aspects of the women employee of casino.
- To find out the problems to be faced by the women employees of casino.

#### **1.4 Justification of the Study**

Every research has its own importance. Hence this study is too significant. Casino job for women are a challenging. Thus it is no doubt to safe that those women who work in the casinos are courageous. Such women can be the source of inspiration to the order men women as well. Now, its significant because it carries out the information about those who are courageous. On the other hand, this study will try to find out the social and economic situation of the women of the casino. It will help to identify the exciting problems such they are facing. The study will contain the experiences attitudes problems which they are facing. The study will contain the experiences attitudes and fallings of the job holders which can guideline for the new comer into the casino in the coming days will be benefited by this study because it will discuss and share the working environment of the casino. Other interested personals and parities, native or foreigner who wants to have some knowledge about casino of Nepal can be benefited from this study.

I hope it will provide a new knowledge to readers and planner. It will be advantages to the Hotel Management.

This study will be clarifying the economic view point on the women workers of casino. At the end of all the concerned individuals get information from this study.

## **1.5 Limitation of the Study**

The research is confined in the casino of Kathmandu valley. Firstly, the casino of the Kathmandu is the subject matter to do research (especially in venues casino Lainichaur, Kathmandu). Secondly, women employees are to be studied not men.

Research project mainly concentrate on socio and economic condition of women working at casino. It also tries to forward the problems of women working at casino as well as management. This research might not cover all the problem of casino industry. It had focus on socio and economic condition of women only.

## **1.6 Organization of the Study**

This study is divided into six chapters. Chapter one presents the conceptual background followed by the problem discussion which has presented the research area and research question. Chapter two presents the literature review and related research work, connected to the topic moreover chapter three a description of the methodology according what and how the data was collected for this study. Chapter four includes characteristics of the study population. The chapter five data presentation, analysis and about the socio-economic status of women employee of casino. Chapter six consists of the summary, conclusions and recommendations.

## **CHAPTER II**

### **REVIEW OF LITERATURE**

According to Oxford Learners Dictionary The meaning of casino is public building or room for gambling and other amusement. A casino is in the modern sense of the world, a facility that house and accommodates certain types of gambling activities. Casino are most commonly built near or combined with hotels, restruaints, retail shopping cruise ships and other tourist attractions. Some casinos are known for hosting live entertainment events. Such as stand-up comedy, concerts and sporting event.

#### **2.1 History of the Term Casino**

Casino de povoa, a Portuguese casino that opened in early 1930s. The term "Casino" originally meant a smally villa, summerhouse or pavilio builet for pleasure, usually on the grounds of a larger Italian villa or palazzo. There are examples of such casinos at villa Giulia and villa Farnese.

During the 19th century, the term "Casino" came to include public building where pleasurable activities, including gambeling, and sports took place. An examples of this type of building is the Newport casino in Nerport, Phode island.

Not all casinos were used for gambling. The Copenhagen casino was theatre, known for the use made of it's hall for mass public meeting during the 1848 Revolution which made Denmark a constitutional monarchy. Until 1937 it was a well known Danish theatre. The Atrium at the crown casino, Melbourne the precise origin of gambling is unknown. The Chinese recorded the first official account of the practice in 2300



B.C, but it is generally believed that activity of gambling, in some way or another, has been seen in almost every society in history (www.casinotimesonline.com July, 2009).

## **2.2 History of Casino of Nepal**

The history of casino in Nepal, casino Nepal was the first casino of Nepal was opened on 10th March 1968. As the time passed on member of casino and their sophistication advancement has increased. If we go but 15 years back there were just only one casino that is casino Nepal but within this 15 years we have 9 casinos. Among them 7 casinos are with Kathmandu valley. 2 in Pokhara. Casino Shangri-La was opened on August. 2006 (Shangri-La Hotel). Casino Tara was opened on 28 November 2008. The casino Venus was opened on 1<sup>st</sup> January 2009 (Nepal Recreation Pvt. Ltd., 2009).

In the early days there were too little women employees recruited under company act which regulate them to run the casino activities properly. In the beginning women were not reunited in the casinos jobs. Even these days very few women and their families are liberal to allow on women in the casino.

Over the years, Kathmandu has seen many changes; in people as well as in trends However, one trend that has remained true over the years is that of south Asians traveling to Kathmandu to play in the casino of Nepal. The casinos are the main spark of Nepal's night life.

Kathmandu is the city of entertainment in Nepal. The night life in Kathmandu is rocking with world know casinos and famous clubs, pubs and movie theatres. A few temples and restaurants offer entertainment

and some tourist hotels stage Nepalese Folk dances and musical shows. Have a look at the entertainment source of Nepal.

The studied on women participation as job holder in the casino have not been much done yet in Nepal. Mr. Narendra Kazastha 1985 had studied on the topic of "Employment in Hotel Industry of Nepal" under CEDA. In this study the overall employment situation has been focused in the hotel service child labor, casino and tourism are the most common subject matter to study concerning the casino sector. Women workers have also be found studied.

Traditionally, sex role definitions have assigned the family sphere to women and work sphere to men. However, this sex linked role assignment is being modified as result of women's participation in the labors force. Thus changes suggested by the structural perspective must be complicated by further changes in the sex role domain, an area that has so far largely resisted change expect at a superficial level. (Barebara A Gutek, Women Employees and Human Resource Management).

Barbara A Gutek (Women employees and Human Resource Management, 2000) has quoted those women managers can be classified into two types: She views to women managers to behave too much like women for instance, too sensitive, emotional, family rather than career oriented or they behave too much like men for instance, too competitive, deceitful and aggressive. When a women manager is feminine, she is criticized for being too soft one decision, too emotional and lacking, leadership skills. Ironically when a women succeeds aggressively', she is often criticized for failing to like up to the feminine image (O' legrg an Lckovics 1992: 10-11). As Leary an lckovics have viewed, Nepalese women employees even housewife's too, are criticized for being so. If

women has some leading self standing nature, confident personality, men in same cases even women blame them to brake the traditional Hindu norms.

## **2.3 Distribution of the Departments and the Employees-Wise Responsibilities**

### **2.3.1 Housekeeping Department**

House keeping department is also known as H/K dept. In shout. It is also one of the branches of Rooms Division Department. The employees under H/K department have been described as below.

#### **2.3.1.1 Executive house keeper (EHK)**

The main responsibilities of EHK have been given point wise below.

- a) EHK is the handle over all house-keeping Sub-Department.
- b) Staff controlling, budgeting, checking of the dept.
- c) Orders to the juniors staff for cleaning and living in the casino.
- d) Supervisors Gardening
- e) Orders to formulate duty roaster of the staff
- f) Observes the roaster an does sign
- g) Signs leaves forms after checking it
- h) Handles the gardeners
- i) Orders to maintain neat and clean of the public area, rooms, restaurant, casino, Linen, Staff uniform, Inventory and others.

#### **2.3.1.2 EAHK (Executive Assistance house keeper) and house keeper**

EAHK and HK are the posts attached with H/K division under Room's Division Departments. Hence, these points have been descried as

one. In absence of EHK,EAHK handles the office work. Both of the posts have to do same job. The major responsibilities of them are as follows.

- a) To observe public areas, floor, restaurant and inside and outside of the casino.
- b) To hand over the reports from all staff to the EHK before the begging of daily briefing.
- c) Check out the public area and gaming area either is it clean or not.

### **2.3.1.3 In charge**

In charges is under H/K. In charges are of different types:

1. Linen in charge
2. Office in charge
3. Desk in charge

#### **1. Linen In charge**

Jangling and Supervision of liner work, he has to keep records about what amount to liner has been sent to laundry.

#### **2. Office In charge**

Handles and observes house keeping office. He/ She has to care whole of House keeping.

#### **3. Desk In charge or DI in short**

DI works sitting on the desk. He has to direct contact with other departments of the Casino. He/She have to supervise the Attendant's Job. Left things of the guest are sent at receptionist that are known as loss and found. The major responsibilities are:

- making of duty roaster
- Logbook maintaining
- reporting to EHK or EAHK

### **2.3.1.4 Supervisor**

The Supervisor works under H/K Division. The categories of Supervisor are:

1. Public area Supervisor
2. Linen Supervisor
3. Floor Supervisor
4. Evening Supervisor
5. Desk office Supervisor

#### **1. Public are Supervisor**

He/She has to supervise office, garden, toilet records of employees working is essential. A gardener has to work under his/her. Some of the Casino employ garden In charge. Head gardener, helper also are under this category

#### **2. Liner Supervisor**

To supervise linen, to carryout linen and replace them with good clothes, to keep records of linen and sends his or her staff to laundry, to order House man to conduct the clean clothes washed in the laundry and bring them, to order tailors damage clothes or uniforms to repair.

Moreover, under this post, Assistance Valet, tailors etc staff works.

#### **3. Floor Supervisor**

To supervisor floor, to keep record of the staff working at floor, to categorize works to be done on the floor (According to division, room boy, room maid/attendant have to work.)

#### **4. Evening Supervises all round floor, public area, office etc.**

#### **5. Desk office supervisor/ Desk In charge:**

DOS handles around the corner from the desk. DI has to supervise flower, party prospectus, store requisition, file etc.

### **2.3.1.5 Room Maid/Attendant / Room boy/ House man**

All of these posts function under H/K. Their job is same. Their job is to clean office, floor, public area, Restaurant and Gaming Area.

What has been damaged in the Gaming area and Public area inform to the Dos or DI.

### **2.3.2. Laundry Division**

Laundry Division is associated with H/K Departments. Casino they don't have their own laundry, They send their soil linen to other laundry to wash and look after it.

### **2.3.2 Front Office Division**

F/O under RDD

#### **2.3.3.1 FOM (Front Office Manager)**

Observes front office, orders to follow rules and regulations, marks duty roaster and arranges leaves, FOM, if sometimes needed, increase duty hour of the staff.

#### **2.3.3.2. GRO**

Direct relation to the guests, perfect is needed language because all the may not understand English, orders for reservation to assistances when he understands guest's languages, keeps problems in front of GRO.

#### **2.3.3.3. GRA (Guest Relation Assistance)**

Follows seniors, as a guest want he exchanges money and go from player he exchanges after he win needs knowledge of foreign currency, needs to know about check, needs to know about traveler cheque,

workers at bridge carries guest's problem with the manager, cash, Traveler's Cheque, NC cheque and foreign currency sends totally to Account.

### **2.3.3.5 Receptionist**

Works under room division department, deals carefully with the quests, because of highly competitive markets, a receptionist has to do agreement of facilities provided by the Casino with the guest as he/she is suggested seniors, arrange vehicle to the guest, prepare coupon of complementary drinks of the guest.

### **2.3.3.6. Night Auditor**

Sees daily accountancy, checks bills, credits cards, rated, etc, prepares a summary report of bills on hotel credits limit, checked out guests, arrival guests, in house guests, settlement statement and sends it at accountant's.

## **2.3.4 Finance and Account Department**

Account department is associated with Finance and Account dept.

### **Account Officers**

AO checks the vouchers submitted by accountant and verifies them. He/She orders to keep separate and clear account of fiscal year. He also has to monitor whether the accountancy is clear or not. He has to circulate the rules and regulation of government about accountancy. He also has to submit annual report. This annual report is prepared to present Casino Executive and then it finally submitted to concerning tax office.

## **Accountant**

This main function under F and A department. To run any institution or Organization, an accountant is essential. Income deposit in Bank, reconciliation in different times, and making accountancy up to date are to be done.

Accountants can make a payment of 20 or less than 20 thousand rupees in an individual's hand. More than this amount of money for a person in a time is not to be handed over by the accountant. Cheque are used to do so.

Income/ Expenses amount, at the end of a fiscal year is to audit by authentic auditor. Moreover, it needs to submit to Government after verifying it.

Even after having accepted documents from the govt. the bill and over documents of income/expenditure needs to keep safely for six years. And supporting Bills again are to be submitted.

## **Credit Accountant**

Credit Accountancy handles the credit branch of Cooperation and institutes. Cashed bills are files in cash file. He/She has to o separate filling after keeping records of credit cards (MC.VC, DC, Amex), travel bill, company bill, bills of the ministe4rs are credited in concerned manes and the statement are sent. Preparation of daily Bank deposit voucher and filing of them. Distribution salary staffs are also the jobs of credit accountant. He/She order peon to bills of electricity, water and telecommunication to the concern offices.



### **Credit Manager**

He/She works under the Finance and Assistance department. Credit Manager handles the branch of account credit. He looks at the bills charged ledger and goes. Sends total statement with bills in the concerning person their checks. In case of not reaching money immediately, again he/she send remainder. He continues sending until money is paid. He also has to credit paying and taking.

### **Purchase Manager**

Makes arrangements and gives directives, calls tender in need of basic goods in the Casio, the objective of calling tender is to buy cheap and quality products, calls quotation and does agreement, checks the products of accepted tender and keeps it's record and then sends of account section, immediate requirements are purchased by him locally, sends workers to buy products, orders to make duty Roaster to assistants.

### **In charge Supervisor**

Follows the direction the directives given by purchase manager, makes duty roaster, arranges leaves and gets accepted by P.M. In absence of purchase manager, he/she has to handles, daily report exchange and supervisor.

### **Purchase**

Purchasing goods from the market, showing the lists of purchased goods to supervisor and in-charge.

### **Short in Charge**

Supervises the work of assistants, looks at the what things are to be purchased, passes bills after he issues the bills, orders bills after he issues the bills, orders to handle over the things as requisite by different

department, keeps record of the given thing on the computer or stock book, clears inventory every month checks daily stock goods, keeps fresh relative with every dept.

### **Controller (F and B)**

Handles F and B, does daily inventory (food and beverage), checks KOT (included with bills), requisition cost determine after bringing it from store, determines F and B cost, checks bills of the suppliers, attends at, banquet party, makes monthly report of food and beverage, does monthly store inventory, daily maintains, tax register, checks daily receives, does slandered recipe.

### **2.3.5 Food and Beverage**

This department is to serve food and beverage to the guests. It has different sections such as Restaurant, Bar, Room service and Banquet hall etc.

### **F and B Manager**

This post belongs to F and B department. The major function of F and B manager is to order his staff to make work about everything in F and B department.

this manager has to order to keep records of daily sales Food and Beverage records. Function prospectuses of the party, work shop or seminar organized at casino have entirely been made by him.

### **F and B Manager**

Helps to F and B manager, orders to do the regulation given by F and B manager, works as an acting F and B manager in his absence, informs about the daily buffet party etc. to the department through function prospectus.

### **Supervisor (F and B)**

Works what assistance manager assesses him to do, keeps working record of the staff of F and B, arranges duty hour if any one of the staff wants leave and takes the leave from to be okayed to the assistant manager, supervises working condition of the employees, takes order of restaurant guests and asks one of his assistants to carry it to the kitchen, suggest for bring neat and clean to the staff and ask to stay in discipline.

Senior or junior, these are two types of supervisor. Here, in this study the restaurant has taken them as one.

### **Senior Captain**

Works under F and B, provides hospitality to the guests and supervises whether the other staffs are working well or not. works on what Supervisor asks staff to order in kitchen, checks things on the table

### **Captain**

Follows the regulation made by management, follows orders that have been made by seniors, asks junior staff to follow the orders made by seniors

### **Assist. Caption**

Orders waiters / waitresses to work, teaches them what they don't know about, takes order.

### **Waiter/Waitress**

Work under F and B dept, serve prepared food or drink to the guests, do soiled soil clearance, arrange decorating ingredients like table cloth, table chair, table cover, napkin, molten, goblet cutleries, bud vase, flower vase and others, observes frequent run of things used in duty eg. Water cooler, filter butter dish, tray jams and etc.

Banquet table arranges in an artistic way and covers velvet, salton etc

### **Bar Manager**

Works under F& B, job related to bar, observes the juniors staff work, supervises, hard drinks, soft drinks, cocktails liquor etc.

### **Bar in -charge**

Works what manager asks, works on Bar section at party seminar, informs about the drink consumption to the guest and manager as well

### **Captain**

Control beverage, Consumption, acceptance of upevel order, allocated duty to Junior, brief to the Junior.

### **Bar Waiter/Waitress or (Bar man)**

Accepts up level orders, serve to decorate the ordered drinks, prepare drinks, refill the store, clean Bar area

### **Chef**

Chef is associated post with F& B department's production branch Order to make duty roaster and signs leave forms

He/She gets informed by Junior incase of things finish tat he observe fills the store room requisition and sends to bring kitchen helper.

Informs the problems associated with his department in the managment meeting

Evaluates his staffs and managers reward and punishment

Supervises all the staff work in the days of DM.

In case of things damaged in Kitchen, remarks in maintance book and orders to repair.

## **Sous Chef**

In absence of chef, he/she works

Plans menu, controls cost, evaluates Section Chef, formulates new menu, implements chef's direction to department Chief.

## **Chef de partie**

Is to be responsible to his section, looks after the Commis Cook, controls section, supervises the Commis cook, orders for cooking material

## **Commis**

There are three categories of commis cooks. They are Commis first, second, third respectively

Gets directives given by Chef De Chef de partie, follows chef De partie in having leave or changing duty., works as section in absence of Chef de partie, informs chefs De partie about the stock product of his/her section, orders to bring basic necessary good in his/her section

## **2.3.6 Human Resource and Personal Department**

### **P.M (Personal Manager)**

Keeps individual records of the staff, arranges promotion, reward, punishment etc of the Casino staff, orders assistants to appoint staff, orders to work about training, orders to works about monthly salary or pay scale, asks to keep leave records, works for the betterment of the Casino.

### **2.3.7. Security Department**

Handles of his/her staff, order to make duty roaster, arranges duty to the employees, arranges a dependable security management, supervises in- out movements of goods.

### **In-charge Supervisor**

Checks duty, in case of any Unusual Activities every movements at the Casino he/she orders to supervise his assistants, in forms any event happened at different times to the manager, makes duty roaster checks things and order to do so.

### **Guards/Bouncer**

Supervises comers and goers of the casino, welcomes guests, checks the things according to the gate pass, gets attention in his duty, if some one quarrels, immediately informs to the seniors, control over drunken guests and Unusual activities.

## **2.3.8 Maintenance and Engineering Department**

### **Chef Engineer**

Observes every work into engineering department, orders Sec. Engineer to work, orders for duty roaster and leave, electrical Engineer works regarding to electricity, A/c Engineer regards to Ac Architecture engineer is related to building construction, sanitary Engineer regards to sanitation.

All of them make their- assistants and juniors to work.

### **In charge/Supervisors**

Works as what section engineer orders, solves the problem that isn't solved by juniors, staff problems are asked to section Eng to do, supervise maintenance and engineering department

- Plumber: does job related pipe
- Carpenter: does work related to wood
- Mason: does house making, plastering, roof topping etc
- Painter: does work related to painting work.

### **Pit Manager**

Solve problems that have come at their shift, provide good services to the heavy roller, order juniors to work

### **Pit Supervisor**

Check gaming area frequently, give instruction to junior, solve the problem of pit, and check the chips time to time

### **Croupier**

Play game with the guest, be polite to the guest, keep knowledge about all types of game, gives information about anything's new happen

### **Surveil Lance**

Keep eye on gaming area try to find out either any gamble cheating, keep eye any unusual thing happening or not

Monitor either any crew pair gaming wrongly.

## **2.4 Job Nature and Position of the Respondents**

As regulated in the Act 1992 and labor rule of Nepal the Basic leave facilities are as follows:

Public Leave -13 Days according to the labor Act, sick Leave-15 Days - 60 Days can be preserved, annual Leave-18 Days-60 Days can be preserved.

Labor act 2050 has mentioned that in case of job quitting, with having 60/60 days preservation

Casual leave -3 days

Without leave for the duration of 6 months job, not more than 30 days in once has been managed in labor act 2050.

Maternity Leave- 52 days for up two children but casino is providing 3 months maternity leave.

Morning Leave - 13 days

Weekly level - 2 day per week

Casinos have managed their leave management under the labor act 2050.

### **Food Management**

Food had not been mentioned in labor act. But every casino has provided food facilities to the employees. Casinos have different food management. Some casino have provided fee food where as others have charged very little cost for food to the employees.

On the lunch and dinner Rice, Vegetable, Pickle is provided fro the employee as well as Chicken, Mutton and fish is given every alternative day like wise Curd and Naan could be seen occasionally. Butter, Jam, and Marmalade, Boiled egg, Puri, Bhaji, Vegetable and Bitten rice also could be seen as a breakfast and night and evening snacks.

### **Other monetary Allowances**

Labor Act 2050 has managed the monetary allowance for raised price, Rs.666 per month but recently according to Nepal Raj Patera Monetary Allowance for raised price was increased to Rs.1500 per month as:

House Rent

Meal Allowance                      As it is affordable to casino. The very in such facilities.

Special Allowance

### **Management of Provident Fund**

10% monthly payment of employee has been separated and 10% Additional amount by the management then, deposited in an account of Provident fund.



Overtime in some cases has been replaced as leave. But in some cases one and a half hours overtime equals to one day salary. Labor act doesn't permit to make them work after 6 pm. But in mutual Agreement of management and women employees can be reconsiderable.

Every year 10% basic scale is increased as grade. In every two years employee can put (Bargaining) in front of management about salary increase and other facilities. Labor act doesn't permit to make them take over than 45kg load. An employee who has worked for three years has been given gratuity. An employee who resigned after seven years of service is paid at least half month salary per year.

An employee who resigns after seven to 15 years of service shall be given at least 2/3 monthly salary per year. An employee who resigned after serving 15 years is paid 1 month salary per year.

An employee who dies during service is given three years salary to his nearest successor.

A health clinic has been managed in cooperation where at least 50 employees have been working bonus has been managed.

### **Management of Welfare Fund**

Expenditure on education of the service holder, expenditure on sickness of the Service holder, expenditure on Sports, recreation and library, borrowing in the discounted interest rate.

In a natural disaster to be faced by employee's financial support is given. In order to spend in above mentioned points it shall be needed to take Permissions from labor department.

An employee will be permanent within one year of job commencement. Minimum management has been done by the casinos as it is regulated by labor Act 2050. Some of the casinos have given additional facilities more than what the Act has managed. 15000 per year, for medical treatment was paid to ordinary patient.

An employee who gets admitted and operated in the hospital is paid 60000 rupees. But this facility is to husband/ wife or children.

24 hours accident insurance has also been found. In some casinos in case of employee's death during working 36 month's salary has been found paid. If the victim is an executive 7 lakh rupees has been found paid.

### **Additional Facilities**

It doesn't relate under labor Act drop and pick up system has been found at the casino, night allowance, changing room personal locker, towel, soap, water, cold & hot water, shampoo, uniform, laundry Facilities, birthday cake, first Aid, employee of the month, bonus-Every 4 months

Business and medical allowance, loan system, fruits given by union while visiting patients

- Above mentioned points are different in different casinos.

### **Job Routine**

None of the employee will be enforced to work more than 48 hours per week 8 hours duty per day, half an hour lift for lunch hour and is to be included in 8 hours. According to Labor Act 2050, rule 48 (KA) remarks

Three shifts management

6am to 2 pm

2 pm to 10pm

10 pm to 6 am

### **Rest Room**

Labor Act managers about rest room. Such rooms should be healthy, accessibility of sunlight and wind, but none of the casino has particularly managed the rest room. In return of this changing room has been found but crew pair gets rest on every hour so only they get the rest room. Other employee they don't have rest room at all.

### **Miscellaneous**

Labor Act manages, Toilet ,Clean drinking water. All the casinos have to manage such needs.

Though it was mention on labor act that healthy rest room should be provide to the employee but none of the casinos was found such kind of facilities and the some of casinos they don't have even clean bath room and toilet, some during the research what next things is found is some of casino providing not good and food also drinking water was also found not potable they were using direct tap water it may damage their health. Smoking zone was not found for smoking employee so such basic needs to be fulfill by the casino management (Thapa Bishnu, 2008).

## **CHAPTER III**

### **RESEARCH METHODOLOGY**

#### **3.1 Rational of the Selection of Study Site**

There are nine casinos in Nepal. Seven are in the Kathmandu valley and two are in the Pokhara. These casinos have been opened espically, for the purpose of tourists entertainment. Among them venus casino is latest casino which is attached in Malla Hotel, Lainchur, Kathmandu near the Amrit Science Campus. The researcher himself is also engaged in casino job. Therefore this site had been selected. Other responsible factors to select this site are to examine the condition of women employees, due to keen interest and also easily availability of data.

#### **3.2 Nature and Source of Data**

As far as nature of data concern, both primary and secondary as well as quantitative data are used. Primary data are collected from the field observation, interviews, questionnaire and checklists. On the other hand secondary informants are used from books, journals, articles newspapers and literatures. Quantitative data are collected through the field survey.

#### **3.3 Selection of Sample size and Procedures**

The 'casino Venus' is selected by purposive sampling method. According to human resource department , there are 560 workers and among them 188 are female and rest on male. All the female employees an selected as the sample.

### **3.4 Techniques of Data Collection**

#### **3.4.1 Questionnaire**

Structured questionnaire is used in order to collect information from the field. Most of the questions are close-ended, where as some are semi-closed ended also.

#### **3.4.2 Case Study Method**

To find out the problems faced by the women employees of casino case studies were done. The selected women workers of casino were asked unstructured questions related to their job and family.

### **3.5 Methods of Data Collection**

In this study data were collected through the individual written interview. The well prepared structured questionnaires are distributed to the casino's women. Then employees were asked to fill up the questionnaires and finally after completion, questionnaires were collected.

### **3.6 Data Management**

After collection of the questionnaire, they were, edited and post coded. Then the necessary tables were generated using the tally bar, and pie chart. The gathered descriptive data have been presented in different tables.

### **3.7 Data Analysis and Interpretation**

The data analysis and interpretation have been made based on the number of cases (simple frequency tables) percentage distribution as well as the figures i.e. bar-diagram and pie-charts.

## CHAPTER IV

### CHARACTERISTICS OF STUDY POPULATION

In this chapter, individual characteristics of the respondents such as composition of age caste/ethnicity, religion and household characteristics such as parental education, occupation, family size, household facility and monthly income of family are discussed.

#### 4.1 Individual Characteristics

In this section the individual characteristics of women population are described. The selected individual characteristics include age, caste/ethnicity, and religion.

##### 4.1.1 Age Composition

Age and sex composition are the strong determining factors for the demography.

**Table 4.1: Distribution of Respondents by Age**

Age Group	No. of Respondents	Percentage
20-29 years	149	78.2
30-39 years	31	17.5
40-49 years	8	4.3
Total	188	100.0

Source: Field Survey, 2009.

Table 4.1 shows the percentage distribution of respondents by age. It clearly shows that more than three-fourth of the respondents (i.e. 78.2%) are of aged 20-29 followed by 30-39 years 17.5 percent and only 4.3 percent of the respondents.

### 4.1.2 Caste/Ethnicity

Caste/ethnicity in the context of Nepal is important social factor affecting attitude and standard of people (K.C., 1995). According to census 2001, more than 100 caste/ethnic group were prevalence in Nepal. The caste/ethnic group in the study are presented in Table 4.2.

**Table 4.2: Distribution of the Respondents by Caste/Ethnicity**

Caste/Ethnicity	Respondents	Percentage
Brahman	41	28.8
Chhetri	59	30.3
Newar	30	15.9
Gurung	15	7.9
Lama	10	5.3
Magar	10	5.3
Kami	10	5.3
Muslim	5	2.6
Sarki	9	4.8
Other	5	2.6
Total	188	100.0

Source: Field Survey, 2009.

Table 4.2 shows that Chhetri caste constitutes majority (i.e. 30 percent of the respondents, followed by Bharaman nearly 29 percent and Newar 16 percent and Sarki 4.3 percent and other are 2.4 percent.

### 4.1.3 Religion

Religious belief and social values guides the human behaviour. Religion has become a sensitive topic in ethnically diverse in Nepalese society. Because, caste/ethnicity has close relationship with religion In Nepalese society, religion is affected by caste system (K.C. 1995). In the study area 5 religious groups were found which are presented in Table 4.3.

**Table 4.3: Distribution of Respondents by Religion**

Religions	Respondents	Percentage
Hindu	63	33.5
Buddhist	65	34.5
Christian	20	10.6
Muslim	17	9.0
Kirat	4	2.1
Not stated	19	10.1
Total	188	100.0

Source: Field Survey, 2009.

The Table 4.3 shows the composition of respondents by religion. In this study most of the respondents (34.5%) Buddha followed by Hindu (33.5%) Christian (10.6%), Muslim 9.0 percent and Kirat (2.1%) and not stated are found 10.1 percent. Most stated, who are represented Maoist party. They claim seculars to themselves.

## 4.2 Household Characteristics

This section deals with the parents education, family size, household facility and income level of the family.



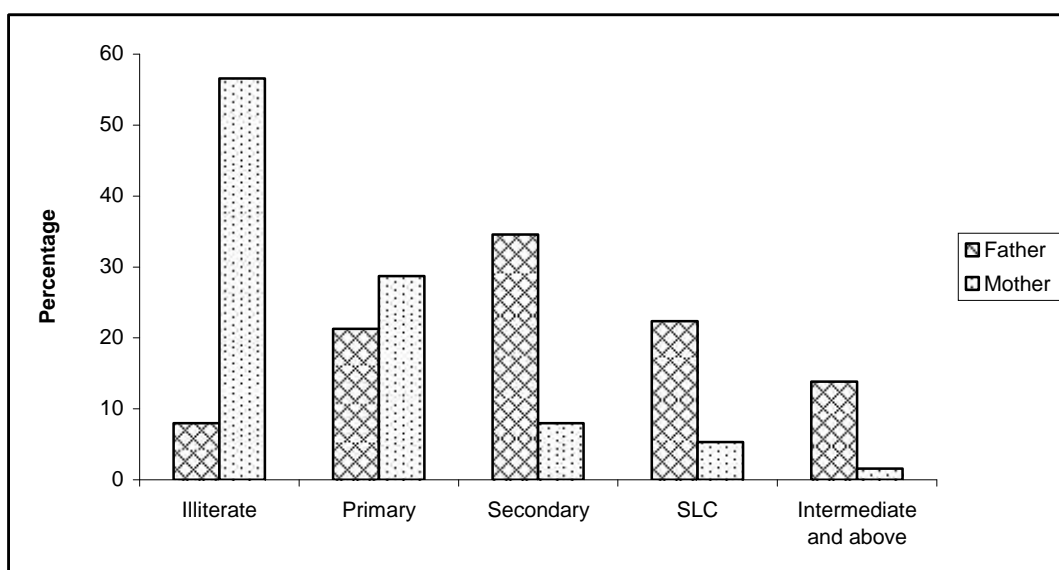
### 4.2.1 Parental Literacy and Education

It is known that parents education may play important roll to their children's behavior, perception and knowledge in any matters. In questionnaire, the education level of father and mother were asked separately.

Figure 4.1 shows that higher proportion of respondents mother (56.5%) is illiterate whereas only (7.9%) father are illiterate. Among literate majority of respondents mothers 28.7 had attended primary level of education and only 7.9 percent, SLC level education and intermediated are only 1.5 percent.

Comparatively, the respondents fathers educational attainments are better than their mothers. The figure shows that the proportion of respondents father having secondary and SLC level of education is more than four times than that of their mothers and also 4 times in the case of intermediate and above level.

**Figure 4.1: Distribution of Respondents by Parents Literacy and Education Status**



#### 4.2.2 Occupation of Father

Occupation is also one of the major variables that determines the socio-economic status of the people. Information about respondents father occupation are presented in Table 4.4.

**Table 4.4: Distribution of Respondents by Father Occupation**

Occupation of Father	Respondents	Percent
Agriculture	42	22.2
Service	54	28.7
Business	33	17.5
Daily wages	21	11.1
Other (Specify)	38	20.5
Total	188	100.0

Source: Field Survey, 2009

Note: Still occupation status of father who are alive or dead.

The Table 4.4 shows more than one fourth that (i.e. 28.7%) of respondents are reported in the service, followed by agriculture (22.5%) other (specify) 20.5 percent, business 17.5 percent and the lowest daily wage are 11.1 percent.

#### 4.2.3 Occupation of Mother

**Table 4.5: Distribution of Respondents by Mother Occupation**

Occupation of Mother	Respondents	Percent
Agriculture	118	62.7
Service	31	16.4
Business	6	3.5
Other (Specify)	33	17.5
Total	188	100.0

Source: Field Survey, 2009

Note: Occupation statuses of mother who are still alive or dead.

It is clear that most of the respondents mother are dependent on agriculture/house wife (62.7%) involvement in other occupation is very

low. The involvement in the service (16.4%) and business are only involved 3.5 percent and other (specify) are (17.5%).

#### 4.2.4 Family Size

Family size may also shows the status of qualify of life. Small family size may be considered as on indicator of healthy and happy life. To find out the family size of the respondents, they were further asked about the number of their family members and the result is presented in Table 4.6. The number of family members has been divided into four categorized only.

**Table 4.6: Distribution of Respondent by their Family Size**

Family Size	Respondents	Percent
Less than 3 members	28	14.9
3-5 members	58	30.8
6-8 members	79	42.1
More than 8 members	29	12
Total	188	100.0

Source: Field Survey, 2009

The majority of the respondents (42.1%) have the family size of to 6-8 person. About (30.8%) of the respondents have the family size of the 3 to 5 members. Neamly 15 percent of the respondents have their family size of less than 3 members and only 12.2 percent of respondents more than 8 family members.

#### 4.2.5 Household Facility

House hold facility is also another important economic indicator of the family as well as country. More the house hold facility at home that makes easy to survive the member of family. Respondent's household facility is shown in Table 4.7.

**Table 4.7: Distribution of Respondents by Facility at Home**

Household Facility	Respondents	Percent
Electricity	172	91.4
Radio	188	100.0
T.V	96	51.0
Telephone	188	100.0
Computer	38	20.2
All use	38	20.2

Source: Field Survey, 2009

Note: Total percentage may exceeds hundred due to multiple resources.

From the Table 4.7, it is known that most of the respondents (100%) have facility radio and telephone followed by electricity (91.4%) and television (51.0%) and other solar and gobar gas (5.2%). Similarly, 20.2 percent of the respondents have computer facility their home. And all of the facility have adopted 20.2 percent.

#### **4.2.6 Income Level of Family**

To find out the income level of the family respondents were asked the question about their family's monthly income. The reported monthly income of respondents family size presented in Table 4.8.

**Table 4.8: Distribution of Respondents by Monthly Income Family**

Income	Respondents	Percent
5000-10000	58	30.8
10000-15000	45	23.9
15000- above	85	45.3
Total	188	100.0

Source: Field Survey, 2009

Table 4.8 shows that nobody had under the 5000 income per month, 30.8 % employee had responded that their monthly family income is in between 5000-10000 income per month in their family. 23.9 percent employee said that they had 10000 to 15000 income per month of their family and 45.3 percent employee said that they had 15000 above income per month of their family.

## CHAPTER V

### SOCIO-ECONOMIC CONDITION

Socio-economic aspect of the women employee of the casino of Kathmandu. The main focus of the research is to study economic status of the women employee of casino or the basis of data acquired an effort of systematic interpretation has been made on this study.

Under socio-economic condition of the respondents income, expenditures, couple wise income, residence, job category, response of neighbor, family about job, working experience decision making, duty hours, house work handling etc. variable have been included.

#### 5.1 Marital Status of Respondents

**Table 5.1: Marital Status of the Respondents**

Marital Status	Respondents	Percent
Married	52	27.4
Unmarried	128	68.1
Seperated	5	2.6
Widow	3	1.9
Total	188	100.0

Source: Field Survey, 2009.

Among 188 respondents 68.1 percent women employee were found having unmarried. Other hand 27.4 percent married women. Table 5.1 shows that number of unmarried women is higher than married women. During the survey 2.6 percent separated girls were reported and 1.9 percent were widows.

## 5.2 Educational Background of the Respondent

**Table 5.2: Educational Status of the Respondents**

Educational Status	Respondents	Percent
Illiterate	4	2.1
Under SLC	45	23.9
Intermediate	103	54.7
Bachelor	30	15.9
Master's and above	6	3.4
Total	188	100.0

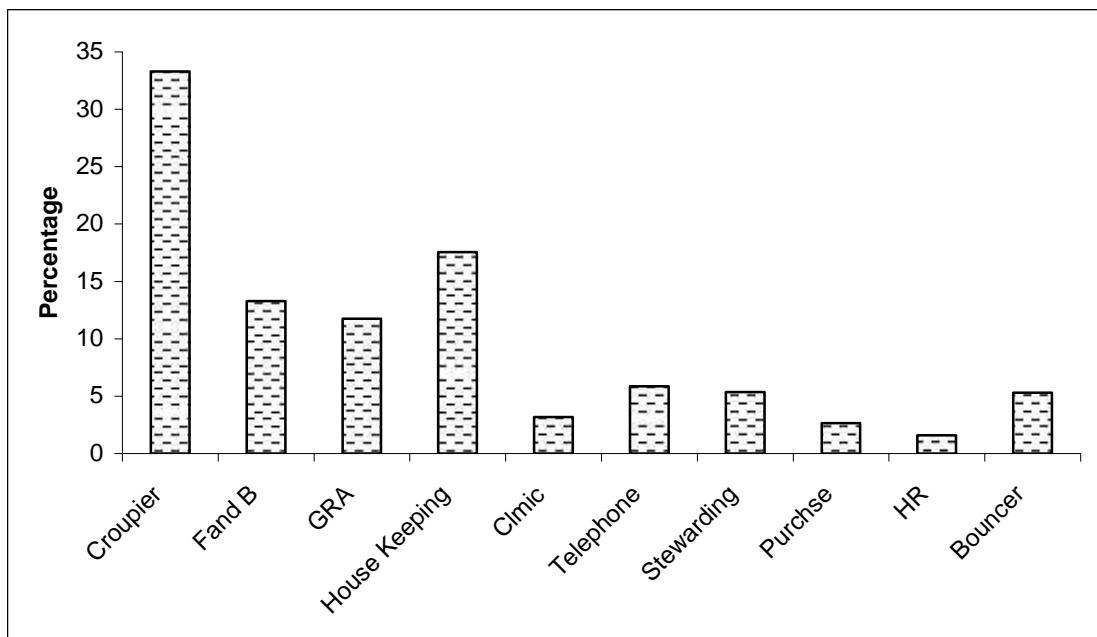
Source: Field Survey, 2009.

Educational position of the respondent has been figured in the above table 5.2. more than half percent (i.e. 54.7%)of the respondents have got intermidate Similarly 15.9 percent respondents found the passed the bachelor degree. 23.9 percent employee are under SLC level and only 3.4 percent employee passed the master degree and only 2.1 are illiterate.

## 5.3 Department-wise Distribution of the Respondents

Among the 188 respondents as cover 33.5% work in croupter department. 13.2 percent employee from F and B department. Similarly 17.5 percent employee were employee in House Keeping depart, 5.3 percent employee represented Bouncer and same employee represented the stewarding. 5.8 percent covered the telephone and 3.2 are in clinic depart.

**Figure 5.1: Department-Wise Distribution of the Respondents**



#### 5.4 Monthly Income of the Respondents

**Table 5.3 : Monthly Income of the Respondents**

Income Range (per month)	Respondents	Percentage
4600-5000	10	5.4
5000-10000	32	17.0
7000-10000	36	19.1
10000-15000	47	25.0
15000 and above	63	33.5
Total	188	100.0

Source: Field Survey-2009

Table 5.3 display the monthly income of the respondents. As the table shows only 5.4 percent monthly income 4600-5000 rupees. The casino only gives this money to temporary worker. This is the lowest number of respondent. 17.0 percent respondents who had 5000-7000 income per month. It is known that types of respondents were working in stewarding, kitchen helper phone etc. They are deprived from the tips. Similarly, 19.1 percent respondents earn 7000-10000 per month that



types of respondents were working in the H.R. bouncer, house keeping supervisor, clinic. 25.0 percent respondents earn 10000 to 15000 which that types of respondents were GRA and F and B, they were depending in tips. And 15000 above income had 33.5 percent respondents, that types of respondents were croupier who are heart of Casino they have few salary but they earn lot of money by the tips.

## 5.5 Department-wise Income of the Per Month of Respondents

**Table 5.4: Department-Wise Income of the per Month of Respondents**

Name of the depart	Income per month	No of respondent	Percent
Croupier	15000-20000	63	33.5
F and B	10000-150000	25	13.2
Housekeeping	7500-10000	33	17.2
GRA	8000-10000	22	11.5
Bouncer	10000-12000	10	5.3
Clinic	8000-10000	6	3.1
Telephone	7500	11	5.8
Stewarding	8000	10	5.3
Purchasing	8000	5	2.6
HR	10000	3	1.6
Total		188	100.0

Source: Field Survey-2009

In Table 5.3 we shows the income of the respondents but in table 5.4 shows the department wise income. From Table 5.5 we clarify the income of the casino worker, croupier, where 33.5 percent women employee in this depart, which depart is heart of the casino. They are success 15000-20000 to earn per month because the guest gives the tips

than salary. Nearly they rise 10000 monthly from the tips. Similarly another depart is the F and B where 1000-15000 earn per month they also depend of in tips more than 5000 money from the tips. They have also relation the guest. GRA also succeed to rise the tips but they didn't success like F and B. But other department has not relation to the guest. They dependent only in salary H.R. is one of he dept which only open 10pm to 6pm.

## 5.6 Residential Status of the Respondents

**Table 5.5: Respondents by Residential Status**

Residential Status	No of Respondents	Percentage
Rented house	86	45.8
Own house	65	34.5
Relative house	37	19.6
Total	188	100.0

Source: Field Survey- 2009

Table 5.5 presents the residential position of the respondents. 45.8 percent out of the 188 employees stay in rental house they are come from the near district of Kathmandu like Dhading, Nuwakot, Rasuwa, Ramechhap, similarly 34.6 percent employees stay in their own house. On the other hand non of the respondents can be found staying in hotel. Only 19.6 percent respondents was found staying in relative house.

This Table is evidence which displays most of the job holders in the casino are from the outside the valley. None of the respondents could be Found staying in office quarter. Hence we came know that casino have not made office Quarter to the any employee.

## 5.7 Monthly expenditures of the Respondents

How much money in a month is spent by respondents is answered.

**Table 5.6: Monthly expenditures of the respondents**

Expenditure Range	No of respondents	percentage
2000-3000	21	11.3
3000-5000	84	44.6
5000-10000	52	27.6
10000 above	31	16.5
Total	188	100.0

Source: Field Survey 2009.

The Table 5.6 displays the expenditures range of the respondents 44.6 percent respondents out of 188 replied that they spent 3,000-5,000 per month. 27.6 percent respondents had to say that 5,000-10,000 rupees per month they do spend. 16.5 percent employees were found to spend 10,000 above rupees per month. Only 11.3 percent respondents who only expend the 2000-3000 per month. A conclusion can be made here that in casino sector middle or lower class family members are in quite large number. But the vital post are occupied by high class women.

## **5.8 Expenditure of the Respondents in Topic Basis**

It is know that the field of casino is an entertement. So the employee of the casino also wants to be entertainment. So where they spent their salary.

**Table 5.7: Topic-wise Expenditure of the Respondents**

Description	No of Respondents	Percentage
Gambling	5	2.6
Restaurant	19	10.2
Cosmetic and dressing	28	14.9
Health and education	105	55.8
Other (specify)	31	16.5
Total	188	100.0

Source: Field Survey - 2009.

55.8 percent respondents out of 188 were found during the survey that spend their money for health and education. As they said that their first priority is to spent for Health and Education. Most of the respondents were students. 10.2 percent respondents wants to spent money to go in restruant with friends. Similarly 14.9 percent respondents wants to sport their money for cosmetic and dressing. They want to be modeling. They belive that they earn a lot of money playing card in Casino. And 16.5 percent respondents expenditure them money in other field.

## 5.9 Job Satisfaction of the Respondents

**Table 5.8: Job Satisfaction of the Respondents**

Description	No of Respondents	Percentage
Full satisfied	76	40.4
Not Satisfied	80	42.5
Just Joined	32	17.1
Total	188	100.0

Source: Field Survey, 2009.

188 respondents who have to hold 40.4 percent replied that they are full satisfied with their Jobs. As they expressed it is simple okay to be casino employee. Out of 188 occupying 42.5 percent they are unsatisfied with the job. Such types of employees were more educated and recommended by Maoist leader that they want to closed the casino. They are searching for other opportunities.

On the other hand, 17.1 percent said that they had just joined the casino so they don't have long experience in the casino that they have not made their vews yet.

## 5.10 Persuader to Join the Casino of the Respondents

**Table 5.9: Persuader to Join the Casino of the Respondents**

Description	No of respondents	Percentage
Self interest	84	44.6
Parents	21	11.3
Husband	16	8.5
Others	67	35.6
Total	188	100.0

Source: Field Survey, 2009.

Table 5.9 shows 44.6 percent respondents joined the casino by their self interest that they already know about the casino job. 35.6 percent employees they gave the other reason. Some of them they entry the casino recommended by the ANTUF. Similarly 11.3 percent respondents join the casino by their husband advice. It is known that their husband enaged in casino Job.

## 5.11 Job Category of Respondents

**Table 5.10: Job Category of Respondents**

Description	No of Respondents	Percentage
Permanent	152	80.8
Temporary	36	19.2
Total	188	100.0

Source: Field Survey, 2009.

Table 5.10 shows 80.8 percent respondents had permanent category of Job. On the other hand temporary staff were found only 19.1 percent. From this table we know that most of employee were permanent.

## 5.12 Duration of Working experience of the respondents.

**Table 5.11: Working experience of the respondents.**

(Year and month)

Description	No of respondents	Percentage
Below- 1 year	26	13.8
1 year- 2 year	119	63.3
5 year- 8 year	35	18.6
Over 9 year	8	4.3
Total	188	100.0

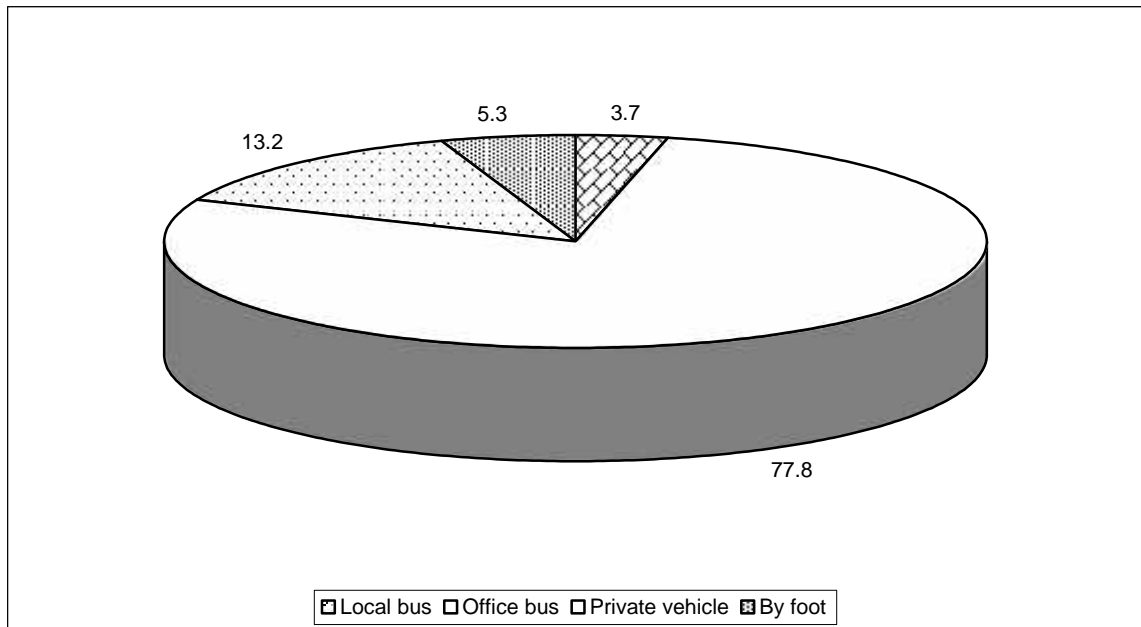
Source: Field Survey, 2009.

Table 5.11 displays the working experience of the respondents. 63.3 percent were found having on the four year job experience. Similarly 18.6 percent employees having work experience. Above this field. 13.8 percent employees have been found below 7 year experience and 4.3 percent employees have been found more than 8 year experience.

This data is supportive to prove that more of the adults women are engaged in the casino. As the age passes the number of lady employee decreases. Hence, it supports to believe us young energetic, charming and beautiful ladies are perfumed in the casino by the management.

### 5.13 Vehicles Used by Respondents

**Figure 5.2: Means of Transportation used by Respondents to Attend Duty**



From the figure 5.2 use of vehicles by the respondents. 77.8 percent used the office bus to attended duty. 3.7 respondents used the local vehicles to come in office. 13.2 percent used the privative vehicles to attended the duty. Specially supervisor used this type of vehicles. Similarly 5.3 percent said that they walk to office everyday. Such types of respondents living in the near of the office.

This data very clearly displays the absolute majority of the respondents to use office bus. Agian this figures helps to know simply that most of the respondents or middle or lower middle class family. Very few of the respondents 13.5 percent use privative vehicle.

### 5.14 Decision Making Status of the Respondents

Following description shows the decision making role of the respondents in their house.

**Table 5.12**  
**Role of Decision Making of Respondents**

Means of transportation	No. of respondents	Percent
High	24	12.7
Medium	76	40.4
Low	55	29.2
Not at all	33	17.7
Total	188	100.0

Source: Field Survey, 2009.

Table 5.12 shows that 12.7 percentage had to stay that they have high ratio of decision making role in the family. 40.4 percent to say medium role of decision making in the family. 29.2 percent replied that they had a low decision making role in the house, 17.17 percent of them said that they do not have any role playing in the decision making in their house.

This table hence is to display have that women especially urban ones in Nepal in these days also take part in the decision making of the house.

### **5.15 Attitude of Family and Relatives of the Respondents**

**Table 5.13: Attitude on Family and Relatives on Profession**

Description	No. of respondents	Percent
Very good	57	30.3
good	45	23.9
satisfactory	51	27.2
Not positive	35	18.6
Total	188	100.0

Source: Field Survey, 2009.

Casino job especially for women in Nepal relatively is found less prestigious. 30.3 percent of the respondents said that they have got a very



good response and attitude of the family and relatives on their profession. Nearly 24 percent said simply a good where 27.2 percent had to say satisfactory attitude of the family and respondents. Similarly 18.6 percent said that they do not have any positive responsive on their job by the family and relatives.

This Table shows that women who have high salary they work very good or good. But women who have low salary they did not positive about this profession.

### 5.16 House Work Handling Condition of the Informants

**Table 5.14**

**House Work Handling Condition of the Informants (As a house wife)**

Description	No. of respondents	Percent
Easily	109	57.9
With difficulty	79	42.1
Total	188	100.0

Source: Field Survey, 2009.

Nearly 58 percentage the majority said that they can handle their house work 42.1 percent employees said that handling household works to them is very difficult.

### 5.17 Respondent's Attitude Towards Duty Time

The table 5.15 to shows the attitudes of informants over duty times.

**Table 5.15: Attitude of Respondents on Duty House**

Description	No. of respondents	Percent
Morning (6-2)	95	50.5
Evening (2-10)	89	47.3
Night (10-6)	4	2.2
Total	188	100.0

Source: Field Survey, 2009.

The Table 5.16 presents the reply of representation about the proper duty hours to them 50.5 percent said that the proper duty hours to them or to the women in general is morning (6-2) duty is suitable. On the other hand 47.3 percent of them responded that the proper duty hour to them is in the evening. Only 2.1 percent had to say that night duty hour to them is proper to asked why the suitable duty for night they said that. It is easily to do other official work if we do work in Night.

Interested employees working at night could not be found among of the respondents. It makes clear that women don't like night duty. During the survey 2.2 percent of them said both morning and evening duty hours is proper to them. Though they are not interested to work at night.

### **5.18 Obstacles of the Respondents on their Jobs**

The Table 5.16 helps to know respondents are facing obstacles or not.

**Table 5.16: Obstacles of the Respondents**

Description	No. of respondents	Percent
Family	15	7.9
Husband	9	4.7
Casino Management	31	16.4
Not at all	69	36.7
Neighbour	33	17.9
Others	31	16.4
Total	188	100

Source: Field Survey, 2009.

A question was asked that was, Do you have any obstacles by other or family member ? It was asked because being Nepali women they were

working in the casino 36.7 percent respond that none of the obstacles they face in having their duty. Only 16.4 percent had to say that casino management and others obstacles them. Some women said that guest also abstackes during the operation guest tease them and call them. Similarly 17.9 women said that they feel that they are obstacles by the Neighbour and 4.7 women said that they were obstacles by their husbands.

## CHAPTER VI

### SUMMARY, CONCLUSIONS AND SUGGESTION

#### 6.1 Summary

This study concerns with women employment in the casino sector of Kathmandu valley. Hence studying on women is an important aspect for the country like Nepal.

This study concentrates on the casino women employees. It tries to deal their socio-economic situation. On the other hand, what problems they are facing? behave of guests, management and male co-workers, their suggestions to betterment the casino atmosphere etc problems have been focused in order to present the research work. Highly conservative people of Nepal, this concept over women, social norms and values are even not in favor of women freedom. There are mixing reaction of the respondents in this study have said that they had positive and negative response from their society regarding their job. Some women who have residence in capital city have somehow aware of the women situation. It's fortunate to remark that with the changing span of time, the society's view over women is being slowly changed. Mainly he educated and conscious women have been participating in the outside from house on their own activities. It's nice to present the data that none of the respondents are struggling within their family, relatives and neighbours to get positive attitudes. It is save that educated parents don't permit their daughters to work in the casino. They have a think that hand in hand women and men can make their daughters to work in the casino. They have a think that hand in hand women and men can make their daughters undisciplined and bad habitual that is not digestible to a Nepalese society. Such family members are found very few in numbers. Those parents who have once

got high ranked government officials, prosperous family background or high ranked politicians.

By the way, establishment of HMTIC has created more interest on hotel and casino training. The employment ratio of women has gradually increasing these days. Employees, who are in their twenties, either late or mid or early are found in absolute majority. The figure claims young and energetic personalities are preferred in the casino job.

54.7 percent have had a passed intermediate level and running the bachelor level. 15.9 passed the bachelor degree. This supports that most of the casino women employees are educated or literate. Although very few cases have been found illiterate. Master's degree don employees are found 6 in number.

Most of the casino employees have known Nepali, English, Hindi languages. Other can also speak Japanese, French or others. 63 respondents who cover 33.5 percent had to stay that they had been earn 15000 above per month whereas 47 of them, 25 percent said they earn Rs 10000-15000 per month. 10 respondents or 5.3 percent said that earn only 4600-5000 per month. Such type of employee are temporary. On the other hand most of respondents claim that they (Husband and wife) made more than 25000 rupees earn per month. Very few cases could be seen jobless husbands.

34.6 percent respondents had their own house in Kathmandu whereas 45.8 percent of the respondents say in rented house and 19.6 percent live in their relative house. This figure supports here to say that the most casino employees are out of Kathmandu valley.

21 personals, 11.1 percent have been found to say that they month and 84 (44.6%) have been found spending 3000-5000 rupees per month. It is interesting that 31 (16.5%) respondent said that they spent 10000 above per month. Most of the employees said that they spent their money in health and education.

Fully satisfied respondents were 76 in numbers and 40.4 percent where 80(42.5%) are found unsatisfied. Candidates of self interest were found highest in number 84 (44.6%) to get casino job. Where as other persuaders could also be found. Among whole respondents 80.8 percent were found permanent job holders.

Most of the respondents were found recently jointed into casino job. They had 1-4 years of experience. 35 personals 18.6 percent have been found 5-8 years experience. Similarly we glance at transportation facilities. It was found 146 respondents have to use office bus. Hence, it is known that casino provided the transport all the staff.

## **6.2 Conclusion**

Nepalese, highly religious and traditional following society, doesn't seen women working in casino. Positively even now casino are to manage food, drink and other means of recreation. Hence, working at gambling places, liquor drinking places, the intellectual society doesn't take as good manner especially for women. Few of the employees seem frustrated and worried because of heavy duty and misbehave by the guest. They feel themselves humiliated due to their profession is not taken as a respective work from the society. During the informal talks some of them said they don't want to say pleasantly that they have been working in a casino.

Furthermore, it's sure that women employees have got some success to uplift their economic aspects of life. To able in economy is, in fact, the development of independence from men. They can play a vital role to improvise the women situation of Nepal who are more than 50 percent in number. This can make them able to decision making.

This study going to be concluded now is a more attempt to show the real picture of the women employees of the casino. Working condition of the women employees have something to do with the view that whether the casino service is fit for them or not. Positive and negative aspect go together. Some women said that nothing damages to women working as casino employees. Society is changeable what we think odd or strange these days can be ordinary in the days to come lots of examples we see in the Nepalese society.

In needs to grow women participation in the every sector. This can respect the prosperous society. We should not think women as factory. We should not think women as factory or children birth. We should make our thought broadened together with the changing span of time. If a women is an efficient, empowered, it is a symptom of growth of ability and empowerment of family, society and a whole nation in totality. So, women participation in casino job should be taken as a medium of social change towards prosperity. Finally, today's necessity is to operate the fundamental reality of the country.

### **6.3 Suggestion**

On the basis of acquired data during the study, some of the suggestion have been prescribed on women participation in the casino.

It needs to settle existing controversy about the social prestige and security women employees in the casino. Professional training giving more to the employees to make them effective. No smoking zone should be made for women employees.

Women employees should be promoted socially, economically so that new comers will feel convenient to join.

- National dress is to be give to the women employees so that tourists of guest can know better about our original dressing pattern.
- Programs of Nepalese tradition, folk music and pictures of places that have cultural, religious, geographical should be hanged or managed in the casino.
- Duty hour of the women employees should be in fixed basis not rotation basis.
- Strong supervision system is to be managed to control harassment and misbehave done by others.
- Women accessibility in job should be up to the high ranking officials, less no. of them was found in top level of casino management.
- If needs to improve the atmosphere more of the casino. Regular health examination should be managed.
- Women employees need to be inspired and promoted after evaluating their job.



- Advanced equipments should be given them so that they can do their job in quicker and better way.
- Language classes, especially English language classes should be provided to the employees so that they can better deal with the guests from the different countries of the world immediate implementation of those recommendations can injure the future of the women employees in the casino sector.

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## **APPENDIX 1**

### **CASE STUDY**

#### **Manisha Shrestha**

One of the permanent residents of Kathmandu Metropolitan city ward no. 4 Bishal Nagar, Ms Manisha Shrestha works in the casino venus. She said that she has not married yet. She belongs to middle class family. As the researcher asked how many sisters and brothers have you got? She replied that one sister and brother. Her division to work is 'croupier' she works on a junior post. She has been working in this casino for 2 and half years. She says that she is paid nearly 15000 rupees per month including the tips. She again said that none of the part time jobs she has been doing elsewhere. She passed inter level and gave exam bachelor last year. In a question that why did she join this casino? The answer was that she was so bored in reading. She has been living in a nuclear family with her parents. In the beginning days of casino job, she said she had a very good and pleasant experience. In a question, how do you feel now days? She has to respond that it's still going on well. It's pleasant to her. According to her, her childhood spent in studying. Her study is smoothly running on because of her job. Parents persuaded her to join casino where she says have to night duty also. She says she will continue working here forever. She spends her removing household needs but adds it is not compulsion. She spends in her wish. Her father works in united finance company but mom doesn't have a job. Her sister works in Putalisadak software computer but brother is still studying. She says she follows Hindu religion.

Studying and listening music are her hobbies. She has not been misbehaved by male-coworkers, guest and from management as well yet.

Burning in fire in her childhood once is an unforgettable event for her life. She wants to study interior decoration. She spends savings in her dress and food. Her family relatives and neighbours according to her, have a very positive and good attitude over her job.

Her native language is Newari. She can speak English, Nepali, Hindi, Newari and Japanese. Her monthly expenditure is 3000/- only. Her decision making role is medium in her family. She has to work 8 hours per day and sometimes she has to work one or two hours over time. She likes evening duty hours. In a question why in the evening? she says if it happens she can sleep up to late morning then, her income help to sustain economically very well. She uses office but to attend duty everyday.

### **Urmila Thapa**

Urmila Thapa is a permanent residence of out of the valley. Her home district is Nuwakot. She is unmarried. She was born in middle class family. She says she ha one brother and sister. She is the second daughter of her parents. She is 23 years and now. She is working in the casino Venus at Lazimpat, Kathmandu. She recently jointed at the casino in F and B dept. Her monthly income is 10,000 rupees including the tips. Shesays she has not part time job. She says that she passed I.Com in hotel management and running in B.H.M. she was self interested to join the casino. He is enjoying with her job. She said because it's entertaining and pleasant. Because of her duty nowadays she is pack and busy.

In a question, how did you spend your childhood. She says, it spent on playing with friends and fellows. Her economic situation gets improved when she joined the casino. She adds that from her income whatever she wants to do she does. She was self interested to join the casino. She doesn't have to do duty also but she doesn't hesitate. In a

question do you want continue the job here? She replies that if she gets any better opportunity she will quit this job. A little of her revenue, she spends in household needs. Her father is farmer. Her mother is housewife. Her elder brother works in a foreign country. Both Buddhism and Hinduism are the religious that she follows Dashain and Tihar she celebrates. Her hobbies are listening music and watching tele-films. Male co-workers, guests and casino management, all of them have no any misbehaves to her yet. She has an aim to go foreign country. She replied that she spent her saving in shopping picnic and traveling In a question, how do you get behave and neighbors? She replies that she gets positive and satisfactory attitude of them. Her native language is Nepali. But she speaks English, Hindi, Nepali language. She has to do a break duty. She likes doing 6am to 2pm duty, office bus she uses to attend her duty. Her use is sustaining well from her job.

### **Vima Subedi**

Vima is one of the permanent employee of "Casino Venus," She is married. She has also 3 month child. But now she is working in casino. Company gave two month holiday during the pregnancy. How to manage the child in researcher question she says that her sister help to her child and she add that her husband also help. Her husband work in solar company. She said that she passed the inter level and running in Bachelor level. Do you agree in this salary? in researcher question. She answered that she had worked only 4000 rupees per month without breakfast before the working here. How do you feel to work with under S.L.C. ? in research question. She added I am proud in my study and I am able to what do and what not to do. She says that she wants to pass the bachelor level at least. Although any opportunities to get other place she leave this job.

She comes from the Morang district. Now she is 25 years old. In question where you spent your salary? she says that of gave all rupees to my husband. Why you give the money to keep your husband? to researcher question she added that if necessary to her, she consult the her husband. How feel to leave your 3 months child during the 9 hours. She feel better experience but it is her compel. Which shift you like ? she says that morning shift is suitable for her. Why you engaged in this job? In researcher question she says that she is unknown about Casino and from her husband she joined the casino. In last are you happy in this job ? in researcher question. She gives positive answer about it. Now she is working in F and B depart.

### **Radika Maharjan**

One of the permanent resident of Kirtipur Kathmandu. Now she was just court-married. She is 24 years old. Now she is working in casino venus and she is permanent employee in this casino. She said that now she just passed the BBS in private campus. In researcher question, Do you satisfied with this job? She quickly answered 'no'. in researcher cross question why? If she get any opportunity to joined bank or other any official job, She leaves this job, If only will get 10 thousand. But now she is earning more than 15000 per month in casino. She also added that she feel very difficult in night duty and very difficult to return in her house.

In researcher question Where you spent your salary? She said that only 5 thousand spent in per month in Health and education but nearly 10000 rupees keep in bank balance. Do you agree in your company salary? In researcher question she said that no, company give only 8000 rupees per month. According her at least 10000 rupees company provide according to the education or company gave the at lest 5 grade to

bachelor pass. She also added that there is no respect the education. It is better experience of during her duty.

She has negative thinking towards of this job. Now she is working in croupier. She joins his casino by her relative. She said that her mama is working in executive post in casino Nepal now. She said that she is very upset when guest smoking during the playing card.

### **Sarmila K.C**

One of the permanent residence Kirtipur, Taudha Kathmandu now she is 22 years old and passed the I.A level and running the bachelor level in government campus. In researcher question do you satisfied towards this job? She said that she is totally satisfied towards this job. She added that she success to earn more than 15000 per month and also office give dinner and breakfast and transport facility so she is satisfied towards this job.

Before the joint in this casino, She was working in cosmetic shop only Rs 5000 per month. She also said that she is trainer of dance.

Why are you interesting about this job? In researcher question she said her relative working in casino and their economic status very high now. So she also like to this job. Although she advice the management to improve the casino environment. Before the 5 years her sister engaged in Nepal casino in this time they were only miniscut or only were half dress. But now maoust improve then all women worker were full dress now she added. So she support the ANTUF.

She feel upset when guest teases her during the playing card. She add that she feel distributed her study after joining this casino, although she wants to passed the bachelor level before the marriage. Now she is



working in coupier depart. This depart is regarded the heart of the "casino".

### **Ranjana Adhikari**

Ranjana Adhikari is one of the permanent employee of venus casino. She is victim of 10 years conflict. She loose her husband in conflict. She passed only SLC. She has interested to join the inter level but government band this time. Now she is alone and she want to do another marriage in near future. Are you fully satisfied with this job ? in researcher question she said that she scold to maoist that maoist have policy to closed the casino but now they recommended in casino to her, you are lucky women because you are working with bachelor passed employee in research question she angry with researcher and scold that time government and said about her and her family contribution about country. Se added that if government did not band to read her now she passed master level.

How to joint in this casino in researcher question she said that ANTUF recommended to her. Now she is also member of main committee of ANTUF venus casino. She interested in politics. She advice to closed the casino or improved the environment of the casino and not entry the Nepali only foreign people.

### **Sunita Karki**

She is one of the permanent resident of Kathmandu Dachi. She is unmarried. She was join the casino in Jan 1, 2009 but she give resignation from her post Nov. 20. She said that she passed the BBS.

Why give up your job ? in researcher question. She engaged in other job because of her qualification. She added that she was very upset

about the environment of the casino. Her qualification was not respected by management and her friends.

Why you engaged the casino if you have no interested to working in regular? in researched question. She said that she wants to supervisor post but management rejected that post to her. She don't like to working in Night shift and smoking and noise of drunkard person. But now she only earn 8000 thousand per month in Bank. However she is satisfied towards this job she added.

She advised any body that does not entry casino and don't job in casino. She had bitter experience of casino job. She also said that male worker did not help her during the working time.

### **Sanchita Gurung**

She is one of the permanent residents of Kathmandu valley. She had long experience about the casino job. First she entered in the Everest casino. She has bitter experience about the casino job. Have you ever been harassed about job? In researcher Question she answered that many times during the working time but now environment of the Casino improved. She remember that VIP guest want to her or other lady staff and they compel to go with gust in separate room other wise management put out from the job.

She remember some time Paras Shah entered some time in casino and that time all girls were hidden from the operation. After Janaandolan -2 environment of the casino job is very improved because of the entered for the (ANTUF) mother organization of Maoist. She added that uniform vary different now.

**TRIBHUVAN UNIVERSITY**

**Central Department of Population Studies (CDPS)**

**A Questionnaire of Socio-Economic Status of Women Employee in Casino**

Response Number .....

Caste: .....

Name: .....

Religion: .....

Age: .....

Mother Tongue: .....

Total Family Member: .....

**Household Question**

Q.N.	Question	Response Category	Skip Q.No
1.	Can Your father read or write?	Yes ..... No .....2→	3
2.	If yes, what is you fathers education level?	No Schooling .....1 Primary ..... 2 Secondary .....3 SLC ..... 4 Intermediate and above ..5	
3.	Can your mother read or write?	Yes ..... 1 No ..... 2→	5
4.	If, yes what is your mother's education level?	No Schooling .....1 Primary ..... 2 Secondary .....3 SLC ..... 4 Intermediate and above.....5	
5.	What is your father's occupation?	Agriculture .....1 Service ..... 2 Business ..... 3 Daily wages ..... 4	

		Other (specify) .....5	
6.	What is your mother's occupation?	Agriculture .....1 Service ..... 2 Business ..... 3 Daily wages ..... 4 Other (specify) .....5	
7.	How many brother and sister do you have?	Brothers ..... 1 Sisters ..... 2	
8.	Where is your permanent residence?	Village ..... 1 Town ..... 2 District ..... 3	
9.	Do you have following facility at home?	Electricity ..... 1 Radio ..... 2 T.V. .... 3 Telephone ..... 4 Computer ..... 5	
	Question related to socio-economic		
10.	How much monthly income does your family?	Rs. 500-2000 .....1 Rs. 2001-5000 .....2 Rs. 5001-5000 .....3 Rs. 8001 above .....4	
11.	What is your marital status?	Married ..... 1 Unmarried .....2→ Separated .....3	14
12.	What profession does your husband have?	Service .....1 Business .....2 Working together.....3 Other(specify) .....	
13.	What is your husband reaction towards of this job?	Negative .....1 Positive .....2	
	Individual Questions		
14.	How much do you earn money per month?	Rs. 4600 .....1 Rs. 4600-6000 .....2	

		Rs. 6000-10000 .....3 Rs. 10000-above .....4	
15.	Where do you spent your salary ?	give your parent .....1 give your husband .....2→ To spent yourself .....3	16
16.	If you spent your money, where you spent?	playing gambling .....1 Restaurant .....2 Cosmetic and dressing 3 Other (specify) .....4 Health and education.....5	
17.	How much do you spend in per month?	Rs. 2000-3000 .....1 Rs. 3000-5000 .....2 Rs. 5000-10000 .....3 Rs. 10000 above .....4	
18.	Where do you want to spend your saving?	Food .....1 Travelling .....2 Feats .....3 House building .....4 Education and health.....5 Other(specify) .....6	
19.	Where do you live?	Hotel ..... 1 Rent ..... 2 House ..... 3	
20.	Up what level of education have you studied?	Under SLC .....1 SLC ..... 2 Intermediate .....3 Diploma .....4 Master's and above.....5	
21.	Do you have enough time to study?	Yes ..... 1 No ..... 2	
22.	Which department of the Casino working at?	Croupier .....1 F and B ..... 2 GRA ..... 3	

		Housekeeping ..... 4 Clinic ..... 5 Other ..... 6	
23.	What is your post?	Under supervisor ..... 1 Supervisor ..... 2 Over supervisor ..... 3	
24.	Are you fully satisfied with this job?	Yes ..... 1→ No ..... 2	26
25.	If you are not satisfied with this job why you are working?	Because of unemployment .....1 Because of unqualified .... 2 Others (specify) .....3	
26.	Do you have any obstacles?	by your family .....1 by your neighbour.....2 by your husbands .....3 others(specify) .....4	
27.	Do you want to continue about this job for ever in this sector?	Yes ..... 1 No ..... 2→	29
28.	If you don't continue about this job, what reason behind it?	Negative attitude of society ..... 1 lack of time ..... 2 Far distance of your family .... 3 Other (specify) ..... 4	
29.	Who persuaded you to join this job?	Self interest ..... 1 Parents ..... 2 Husband ..... 3 Other (specify) ..... 4	
30.	According to your opinion which duty is suitable for the women workers?	Morning shift ..... 1 Evening shift ..... 2 Night shift ..... 3	
31.	Which means of transportation do you use to attend your duty everyday?	Local bus ..... 1 Office bus ..... 2 Private vehicle ..... 3	

32.	How is your decision making role in your family?	High ..... 1 Medium ..... 2 Low ..... 3 Not at all ..... 4	
33.	What is the attitude of your relative and family members over your profession?	Very good ..... 1 good ..... 2 satisfactory ..... 3 not positive ..... 4	
34.	From whom have you got co-operative most?	Casino management .....1 Guest ..... 2 Friends ..... 3 Not of any ..... 4	
35.	Have you ever been harassed about job?	Yes ..... 1 No ..... 2 Efforts have been made.....3	
36.	Do male co-workers discourage you?	Yes ..... 1 No ..... 2 Efforts have been made.....3	
37.	Do you face any negative behave by the guest?	Yes ..... 1 No ..... 2	
38.	If your neighbours know that your work in the casino, how do they behave?	Positive ..... 1 Negative ..... 2	
39.	What is your job category?	Permanent ..... 1 Temporary ..... 2	
40.	Do you have any suggestion, who want join the casino job?	To join the job ..... 1 Not join the job ..... 2 Other (specify) ..... 3	
41.	Have you any suggestion to reforms the casino?	Yes ..... 1 No ..... 2	

**The following distribution of the department, Act and facilities was found during the research**

## **5.2 Distribution of the Departments and the Employees-Wise Responsibilities**

### **5.2.1. Housekeeping Department**

House keeping department is also known as H/K dept. In short. It is also one of the branches of Rooms Division Department. The employees under H/K department have been described as below.

#### **5.2.1.1 Executive house keeper (EHK)**

The main responsibilities of EHK have been given point wise below.

- a) EHK is the handle over all house-keeping Sub-Department.
- b) Staff controlling, budgeting, checking of the dept.
- c) Orders to the juniors staff for cleaning and living in the Casion.
- d) Supervisors Gardening
- e) Orders to formulate duty roaster of the staff
- f) Observes the roaster an does sign
- g) Signs leaves forms after checking it
- h) Handles the gardeners
- i) Orders to maintain neat and clean of the public area, rooms, restaurant, casino, Linen, Staff uniform, Inventory and others.

#### **5.2.1.2. EAHK (Executive Assistance house keeper) and house keeper**



EAHK and HK are the posts attached with H/K division under Room's Division Departments. Hence, these points have been described as one. In absence of EHK,EAHK handles the office work. Both of the posts have to do same job. The major responsibilities of them are as follows.

- a) To observe public areas, floor, restaurant and inside and outside of the casino.
- b) To hand over the reports from all staff to the EHK before the beginning of daily briefing.
- c) Check out the public area and gaming area either is it clean or not.

### **5.2.1.3. In charge**

In charges is under H/K. In charges are of different types:

1. Linen in charge
2. Office in charge
3. Desk in charge

#### **1. Linen In charge**

Jangling and Supervision of liner work, he has to keep records about what amount to liner has been sent to laundry.

#### **2. Office In charge**

Handles and observes house keeping office. He/ She has to care whole of House keeping.

#### **3. Desk In charge or DI in short**

DI works sitting on the desk. He has to direct contact with other departments of the Casino. He/She have to supervise the Attendant's Job. Left things of the guest are sent at receptionist that are known as loss and found. The major responsibilities are:

- making of duty roaster
- Logbook maintaining
- reporting to EHK or EAHK

#### **5.2.1.4 Supervisor**

The Supervisor works under H/K Division. The categories of Supervisor are:

1. Public area Supervisor
2. Linen Supervisor
3. Floor Supervisor
4. Evening Supervisor
5. Desk office Supervisor

##### **1. Public are Supervisor**

He/She has to supervise office, garden, toilet records of employees working is essential. A gardener has to work under his/her. Some of the Casino employ garden In charge. Head gardener, helper also are under this category

##### **2. Liner Supervisor**

To supervise linen, to carryout linen and replace them with good clothes, to keep records of linen and sends his or her staff to laundry, to order House man to conduct the clean clothes washed in the laundry and bring them, to order tailors damage clothes or uniforms to repair.

Moreover, under this post, Assistance Valet, tailors etc staff works.

##### **3. Floor Supervisor**

To supervisor floor, to keep record of the staff working at floor, to categorize works to be done on the floor (According to division, room boy, room maid/attendant have to work.)

**4. Evening Supervises all round floor, public area, office etc.**

**5. Desk office supervisor/ Desk In charge:**

DOS handles around the corner from the desk. DI has to supervise flower, party prospectus, store requisition, file etc.

#### **5.2.1.5 Room Maid/Attendant / Room boy/ House man**

All of these posts function under H/K. Their job is same. Their job is to clean office, floor, public area, Restaurant and Gaming Area.

What has been damaged in the Gaming area and Public area inform to the Dos or DI.

#### **5.2.2. Laundry Division**

Laundry Division is associated with H/K Departments. Casino they don't have their own laundry, They send their soil linen to other laundry to wash and look after it.

#### **5.2.2. Front Office Division:**

F/O under RDD

#### **5.2.3.1 FOM (Front Office Manager)**

Observes front office, orders to follow rules and regulations, marks duty roaster and arranges leaves, FOM, if sometimes needed, increase duty hour of the staff.

### **5.2.3.2. GRO**

Direct relation to the guests, perfect is needed language because all the may not understand English, orders for reservation to assistances when he understands guest's languages, keeps problems in front of GRO.

### **5.2.3.3. GRA (Guest Relation Assistance)**

Follows seniors, as a guest want he exchanges money and go from player he exchanges after he win needs knowledge of foreign currency, needs to know about check, needs to know about traveler cheque, workers at bridge carries guest's problem with the manager, cash, Traveler's Cheque, NC cheque and foreign currency sends totally to Account.

### **5.2.3.5 Receptionist**

Works under room division department, deals carefully with the quests, because of highly competitive markets, a receptionist has to do agreement of facilities provided by the Casino with the guest as he/she is suggested seniors, arrange vehicle to the guest, prepare coupon of complementary drinks of the guest.

### **5.2.3.6. Night Auditor**

Sees daily accountancy, checks bills, credits cards, rated, etc, prepares a summary report of bills on hotel credits limit, checked out guests, arrival guests, in house guests, settlement statement and sends it at accountant's.

## **5.2.4 Finance and Account Department**

Account department is associated with Finance and Account dept.

## **Account Officers**

AO checks the vouchers submitted by accountant and verifies them. He/She orders to keep separate and clear account of fiscal year. He also has to monitor whether the accountancy is clear or not. He has to circulate the rules and regulation of government about accountancy. He also has to submit annual report. This annual report is prepared to present Casino Executive and then it finally submitted to concerning tax office.

## **Accountant**

This main function under F and A department. To run any institution or Organization, an accountant is essential. Income deposit in Bank, reconciliation in different times, and making accountancy up to date are to be done.

Accountants can make a payment of 20 or less than 20 thousand rupees in an individual's hand. More than this amount of money for a person in a time is not to be handed over by the accountant. Cheque are used to do so.

Income/ Expenses amount, at the end of a fiscal year is to audit by authentic auditor. Moreover, it needs to submit to Government after verifying it.

Even after having accepted documents from the govt. the bill and over documents of income/expenditure needs to keep safely for six years. And supporting Bills again are to be submitted.

## **Credit Accountant**

Credit Accountancy handles the credit branch of Cooperation and institutes. Cashed bills are files in cash file. He/She has to o separate filling after keeping records of credit cards (MC.VC, DC, Amex), travel bill, company bill, bills of the ministe4rs are credited in concerned manes and the statement are sent. Preparation of daily Bank deposit voucher and filing of them. Distribution salary staffs are also the jobs of credit accountant. He/She order peon to bills of electricity, water and telecommunication to the concern offices.

### **Credit Manager**

He/She works under the Finance and Assistance department. Credit Manager handles the branch of account credit. He looks at the bills charged ledger and goes. Sends total statement with bills in the concerning person their checks. In case of not reaching money immediately, again he/she send remainder. He continues sending until money is paid. He also has to credit paying and taking.

### **Purchase Manager**

Makes arrangements and gives directives, calls tender in need of basic goods in the Casio, the objective of calling tender is to buy cheap and quality products, calls quotation and does agreement, checks the products of accepted tender and keeps it's record and then sends of account section, immediate requirements are purchased by him locally, sends workers to buy products, orders to make duty Roaster to assistants.

### **In charge Supervisor**

Follows the direction the directives given by purchase manager, makes duty roaster, arranges leaves and gets accepted by P.M. In absence

of purchase manager, he/she has to handles, daily report exchange and supervisor.

### **Purchase**

Purchasing goods from the market, showing the lists of purchased goods to supervisor and in-charge.

### **Short in Charge**

Supervises the work of assistants, looks at the what things are to be purchased, passes bills after he issues the bills, orders bills after he issues the bills, orders to handle over the things as requisite by different department, keeps record of the given thing on the computer or stock book, clears inventory every month checks daily stock goods, keeps fresh relative with every dept.

### **Controller (F and B)**

Handles F and B, does daily inventory (food and beverage), checks KOT (included with bills), requisition cost determine after bringing it from store, determines F and B cost, checks bills of the suppliers, attends at, banquet party, makes monthly report of food and beverage, does monthly store inventory, daily maintains, tax register, checks daily receives, does slandered recipe.

### **5.3.5 Food and Beverage**

This department is to serve food and beverage to the guests. It has different sections such as Restaurant, Bar, Room service and Banquet hall etc.

### **F and B Manager**

This post belongs to F and B department. The major function of F and B manager is to order his staff to make work about everything in F and B department.

this manager has to order to keep records of daily sales Food and Beverage records. Function prospectuses of the party, work shop or seminar organized at casino have entirely been made by him.

### **F and B Manager**

Helps to F and B manager, orders to do the regulation given by F and B manager, works as an acting F and B manager in his absence, informs about the daily buffet party etc. to the department through function prospectus.

### **Supervisor (F and B)**

Works what assistance manager asses him to do, keeps working record of the staff of F and B, arranges duty hour if any one of the staff wants leave and takes the leave from to be okayed to the assistant manager, supervises working condition of the employees, takes order of restaurant guests and asks one of his assistants to carry it the kitchen, suggest for bring neat and clean to the staff and ask to stay in discipline.

Senior or junior, these are two types of supervisor. Here, in this study the restaurant has taken them as one.

### **Senior Captain**

Works under F and B, provides hospitality to the guests and supervises whether the other staffs are working well or not. works on what Supervisor asks staff to order in kitchen, checks things on the table



## **Captain**

Follows the regulation made by management, follows orders that have been made by seniors, asks junior staff to follow the orders made by seniors

## **Assist. Caption**

Orders waiters / waitresses to work, teaches them what they don't know about, takes order.

## **Waiter/Waitress**

Work under F and B dept, serve prepared food or drink to the guests, do soiled soil clearance, arrange decorating ingredients like table cloth, table chair, table cover, napkin, molten, goblet cutleries, bud vase, flower vase and others, observes frequent run of things used in duty eg. Water cooler, filter butter dish, tray jams and etc.

Banquet table arranges in an artistic way and covers velvet, salton etc

## **Bar Manager**

Works under F& B, job related to bar, observes the juniors staff work, supervises, hard drinks, soft drinks, cocktails liquor etc.

## **Bar in -charge**

Works what manager asks, works on Bar section at party seminar, informs about the drink consumption to the guest and manager as well

## **Captain**

Control beverage, Consumption, acceptance of upevel order, allocated duty to Junior, brief to the Junior.

### **Bar Waiter/Waitress or (Bar man)**

accepts up level orders, serve to decorate the ordered drinks, prepare drinks, refill the store, clean Bar area

**Chef** Chef is associated post with F& B department's production branch Order to make duty roaster and signs leave forms

He/She gets informed by Junior incase of things finish tat he observe fills the store room requisition and sends to bring kitchen helper.

Informs the problems associated with his department in the managment meeting

Evaluates his staffs and managers reward and punishment

Supervises all the staff work in the days of DM.

In case of things damaged in Kitchen, remarks in maintance book and orders to repair.

### **Sour Chef**

In absence of chef, he/she works

Plans menu, controls cost, evaluates Section Chef, formulates new menu, implements chef's direction to department Chief.

### **Chef de partie**

Is to be responsible to his section, looks after the Commis Cook, controls section, supervises the Commis cook, orders for cooking material

## **Commis**

There are three categories of commis cooks. They are Commis first, second, third respectively

Gets directives given by Chef De Chef de partie, follows chef De partie in having leave or changing duty., works as section in absence of Chef de partie, informs chefs De partie about the stock product of his/her section, orders to bring basic necessary good in his/her section

### **5.2.6 Human Resource and Personal Department**

#### **P.M (Personal Manager)**

Keeps individual records of the staff, arranges promotion, reward, punishment etc of the Casino staff, orders assistants to appoint staff, orders to work about training, orders to works about monthly salary or pay scale, asks to keep leave records, works for the betterment of the Casino.

### **5.2.7. Security Department**

Handles of his/her staff, order to make duty roaster, arranges duty to the employees, arranges a dependable security management, supervises in- out movements of goods.

#### **In-charge Supervisor**

Checks duty, in case of any Unusual Activities every movements at the Casino he/she orders to supervise his assistants, in forms any event happened at different times to the manager, makes duty roaster checks things and order to do so.

## **Guards/Bouncer**

Supervises comers and goers of the casino, welcomes guests, checks the things according to the gate pass, gets attention in his duty, if some one quarrels, immediately informs to the seniors, control over drunken guests and Unusual activities.

## **5.2.8. Maintenance and Engineering Department**

### **Chef Engineer**

Observes every work into engineering department, orders Sec. Engineer to work, orders for duty roaster and leave, electrical Engineer works regarding to electricity, A/c Engineer regards to Ac Architecture engineer is related to building construction, sanitary Engineer regards to sanitation.

All of them make their- assistants and juniors to work.

### **In charge/Supervisors**

Works as what section engineer orders, solves the problem that isn't solved by juniors, staff problems are asked to section Eng to do, supervise maintenance and engineering department

- Plumber: does job related pipe
- Carpenter: does work related to wood
- Mason: does house making, plastering, roof topping etc
- Painter: does work related to painting work.

### **Pit Manager**

Solve problems that have come at their shift, provide good services to the heavy roller, order juniors to work

### **Pit Supervisor**

Check gaming area frequently, give instruction to junior, solve the problem of pit, and check the chips time to time

### **Crew Pair**

Play game with the guest, be polite to the guest, keep knowledge about all types of game, gives information about anything's new happen

### **Surveil Launce**

Keep eye on gaming area try to find out either any gamble cheating, keep eye any unusual thing happening or not

Monitor either any crew pair gaming wrongly.

## **5.3 Job Nature and Position of the Respondents**

As regulated in the Act 1992 and labor rule of Nepal the Basic leave facilities are as follows:

Public Leave -13 Days according to the labor Act, sick Leave-15 Days - 60 Days can be preserved, annual Leave-18 Days-60 Days can be preserved.

Labor act 2050 has mentioned that in case of job quitting, with having 60/60 days preservation

Casual leave -3 days

Without leave for the duration of 6 months job, not more than 30 days in once has been managed in labor act 2050.

Maternity Leave- 52 days for up two children but casino is providing 3 months maternity leave.

Morning Leave - 13 days

Weekly level - 2 day per week

Casinos have managed their leave management under the labor act 2050.

### **Food Management**

Food had not been mentioned in labor act. But every casino has provided food facilities to the employees. Casinos have different food management. Some casino have provided free food where as others have charged very little cost for food to the employees.

On the lunch and dinner Rice, Vegetable, Pickle is provided for the employee as well as Chicken, Mutton and fish is given every alternative day like wise Curd and Naan could be seen occasionally. Butter, Jam, and Marmalade, Boiled egg, Puri, Bhaji, Vegetable and Bitten rice also could be seen as a breakfast and night and evening snacks.

### **Other monetary Allowances**

Labor Act 2050 has managed the monetary allowance for raised price, Rs.666 per month but recently according to Nepal Raj Patera Monetary Allowance for raised price was increased to Rs.1500 per month as:

House Rent

Meal Allowance                      As it is affordable to casino. The very in such facilities.

Special Allowance

## **Management of Provident Fund**

10% monthly payment of employee has been separated and 10% Additional amount by the management then, deposited in an account of Provident fund.

Overtime is some casino has been replaced as leave. But in some casino one and half hour's overtime equals to one day salary. Labor act doesn't permit to make them women work after 6 pm . But in mutual Agreement of management and women employees can be reconsider able.

Every year 10% basic scale is increased as grade. In every two years employee can put (Bargaining) in front of management about salary increase and other facilities. Labor act doesn't permit to make them women take over than 45kg load. An employee who has worked for three years has been given gratuity. An employee who reigned after seven years of service is paid at least half month salary per year.

An employee who wants reigned after seven to 15 years of service shall be given at least  $\frac{2}{3}$  monthly salary per year. An employee who resigned after serving 15 years is paid 1 month salary per year.

An employee who dies during service is given three years salary to his nearest successor.

A health clinic has been managed in cooperation where at least 50 employees have been working bonus has been managed.

## **Management of Welfare Fund**

Expenditure on education of the service holder, expenditure on sickness of the Service holder, expenditure on Sports, recreation and library, borrowing in the discounted interest rate.

In a natural disaster to be faced by employee's financial support is given. In order to spend in above mentioned points it shall be needed to take Permissions from labor department.

An employee will be permanent with in one years of job commencement. Minimum management has been done by the casinos as it is regulated by labor Act 2050. Some of the casinos have given additional facilities more than what the Act has managed. 15000 per year, for medical treatment was paid to ordinary patient.

An employee who gets admitted and operated in the hospital is paid 60000 rupees. But this facility is to husband/ wife or children.

24 hours accident insurance has also been found. In some casinos in case of employee's death during working 36 month's salary has been found paid. If the victim is an executive 7 lakh rupees has been found paid.



## **Additional Facilities**

It doesn't relate under labor Act

drop and pick up system has been found at the casino, night allowance, changing room personal locker, towel, soap, water, cold & hot water, shampoo, uniform, laundry Facilities, birthday cake, first Aid, employee of the month, bonus-Every 4 months

Business and medical allowance, loan system, fruits given by union while visiting patients

- Above mentioned points are different in different casinos.

## **Job Routine**

None of the employee will be enforced to work more than 48 hours per week 8 hours duty per day, half an hour lift for lunch hour and is to be included in 8 hours. According to Labor Act 2050, rule 48 (KA) remarks

Three shifts management

6am to 2 pm

2 pm to 10pm

10 pm to 6 am

## **Rest Room**

Labor Act managers about rest room. Such rooms should be healthy, assessibility of sunlight and wind, but none of the casino has particularly managed the rest room. In return of this changing room has been found but crew pair gets rest on every hour so only they get the rest room. Other employee they don't have rest room at all.

## **Miscellaneous**

Labor Act manages, Toilet ,Clean drinking water. All the casinos have to manage such needs.

Though it was mention on labor act that healthy rest room should be provide to the employee but none of the casinos was found such kind of facilities and the some of casinos they don't have even clean bath room and toilet, some during the research what next things is found is some of casino providing not good and food also drinking water was also found not potable they were using direct tap water it may damage their health. Smoking zone was not found for smoking employee so such basic needs to be fulfill by the casino management.