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WOMEN'S EMPLOYMENT IN TOURISM SECTOR IN TURKEY, ISSUES FACED, AND THE EFFECT OF GLASS CEILING SYNDROME ON WOMEN WORKFORCE IN TOURISM*

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ABSTRACT

After the Second World War, there has been a significant increase in the income of individuals worldwide. The increase in income has proportionally brought about more work, tiring working conditions and the fatigue of the working life. These factors along with ecological components, employees' need for rest, the spread of mass media, and the advancement of technology have been influential in the development of tourism. As a matter of fact, these developments have been growing and growing every year. The number of tourists has increased every year giving rise to increased international tourism revenues. Tourism movement on a world scale is in an ever increasing trend. According to the data of the World Tourism Organization (UNWTO), 673 million people participated in the tourism movement in 2000, while the said participation increased to 1.046 million in 2010. According to the estimates of the same Organization, the number of people participating in the tourism movement on a global scale will increase to 1.602 million in 2020. In parallel with this mobility, it has been estimated that approximately 2 trillion dollars of international tourism income will be generated in 2020 (www.unwto.org, 23.03.2011). The growth of tourism and the increase in the number of investments in tourism point to a growing employment potential. The choice of seasonal employment in many destinations of tourism offers opportunities especially for two groups in terms of job opportunities; women and young people. The aim of this study was to focus on employment and especially female employment in the tourism sector, which is an ever growing trend, called smokeless industry in economies of countries, and which is the

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star of service sector. Problems in female employment and especially glass ceiling syndrome have been examined through literature review.

STRUCTURED ABSTRACT

According to the reports of the World Labor Organization Global Study Trends of recent years; 3 Billion people are employed worldwide. While 1.2 billion of the 3 billion working capacity is composed of the female labor force, 1.8 billion of it is the male labor force. The fact that the tourism industry creates employment for some developing countries, contributes many economic sectors, revitalizes investments and creates income makes a significant contribution to the national economies.

Today, the tourism industry the star of the service sector; provides employment opportunities to around 210 million people in the world and 45% of this area is composed of female labor force while 55% is male employees. In addition to globalization and technological developments, the tourism sector is an important sector for countries in terms of employment opportunities and incomes.

In the world, women's involvement in business life began after the Industrial Revolution in the 18th century. The Industrial Revolution has been almost a milestone for women to start working for wage. XIX. Century Women in many Western countries, especially in England women, have formed a significant part of the total workforce. In these countries, industrialization started with woven fabrication and women accounted for an important part of the total labor force. In the years following the Industrial Revolution, the number of women labor force increased rapidly in parallel with the developments in the weaving sector; especially the technical developments, in other words, machines simplifying the production techniques, the labor division and specialization, made it easier to benefit from women's labor, and that brought the fact that women's power in the weaving industry, has been more successful than men (Kocacık ve Gökkaya, 2005, p.41). After the Industrial Revolution, women were employed in various sectors. The working conditions of women working in the same jobs as men were tried to be improved in favor of women, both by government decisions and corporate policies. However, in spite of social differences, women have been secondary particularly in male-dominated societies.

As in the rest of the world, women's participation in working life has also improved in parallel with the industrialization in our country. However, the basis of women's participation in economic and social life has begun with the Proclamation of the Republic. In Turkey; Despite the social and economic rights granted after the proclamation of the Republic, it is a fact that nowadays, women employees have some problems in business life and face obstacles. Since 20th century the participation of women in the business world in the world and in Turkey is increasing. In research and statistics, it is seen that women's employment is generally in lower levels and they are not sufficiently involved in the "high level management" positions. Although the female population in the world constitutes almost half of the society, the reason why women cannot participate in managerial positions in the working life from the past to the present is indicated to be the

framework determined most of the time by societies on the roles that women should take on (Uzun, 2004, p.23). Although there are many reasons that cause this situation, it is stated that many women workers still have to work under a 'glass ceiling' that they cannot break. Glass ceiling syndrome can be defined as non-material obstacles and artificial barriers that prevent women or minorities from gaining higher positions in a hierarchical structure. The concept is generally used in the literature for female employees. The word glass ceiling began to be used for the first time in the USA in the 1970s to describe invisible, artificial barriers stemming from behavioral and organizational prejudices that prevent women from reaching top management positions (Wirth, 2001, p.652). The concept of glass ceiling from time to time is called by different names in different studies, but basically all these concepts represent invisible obstacles that prevent women from advancing in their career steps.

This syndrome is an obstacle coming in the career development journeys of female employees, refers to invisible glass ceilings that prevent women from reaching the upper management levels. The concept of glass ceiling is defined as artificial barriers placed on the development of women and minorities. In other words, the glass ceiling is an unbreakable obstacle that does not appear without taking into account, the talents and achievements of women and minorities keeps them from climbing to the upper ranks of the company (Cotter etc., 2001. p.656).

The study is a theoretical research in order to create awareness in order to ensure that women take part more especially in the tourism sector and to reveal the negative effects of glass ceiling syndrome on performance. It aims to draw attention to the female employees, especially the female employees employed in the tourism industry, to the career barriers in front of them and to the glass ceiling syndrome. The study is important in terms of forming a basis for a comprehensive field research in the tourism industry in the future.

Taking into consideration that throughout the world and especially in Turkey there are still unresolved questions of women; as in every industry, the tourism industry is also affected by these problems in women's employment. The correct positioning of women's place in the society and thus in the tourism industry will only be possible by eliminating the barriers that women workers face in the industry and evaluating opportunities. In order to prevent gender discrimination which makes women's position quite problematic and which causes women to be exposed to injustice, and to improve the conditions of women workers, it is necessary to employ young people who are more conscious, educated and have the potential to produce solutions to these problems. In order to resolve mechanisms keeping women in low status, low income and depriving them job insurance in Tourism Sector and it is of great importance for the tourism industry to conduct more extensive research on this subject for the monitoring of originality on Turkey.

Keywords: Female Employment in Tourism, Problems in Female Employment in Tourism, Glass Ceiling Syndrome

TÜRKİYEDE TURİZM SEKTÖRÜNDE KADIN İSTİHDAMI, KARŞILAN SORUNLAR, CAM TAVAN SENDROMUNUN TURİZMDE ÇALIŞAN KADIN İŞGÜCÜNE ETKİSİ

ÖZET

İkinci Dünya Savaşından sonra dünya çapında bireylerin gelirinde gözle görülür bir artış olmuştur. Gelir artışı; buna bağlı orantıyla daha çok çalışmayı, çalışma şartlarının yoruculuğunu ve çalışma hayatının yorgunluğunu da beraberinde getirmiştir. Bu faktörler ve ekolojik unsurlar, kişinin dinlenme ihtiyacı hissetmesi, kitle iletişim araçlarının yaygınlaşması, teknolojinin ilerlemesi, turizmin gelişmesinde etkili olmuştur. Nitekim bu gelişmeler her yıl gitgide yükselen, büyüyen bir durum arz etmiştir. Her geçen yıl turist sayısı artmış; artan turist sayısı ise uluslararası turizm gelirlerinin büyümesine neden olmuştur. Dünya ölçeğinde turizm hareketi sürekli artan bir trenddedir. Dünya Turizm Örgütü'nün (WTO) verilerine göre 2000 yılında 673 milyon turist turizm hareketine katılırken, söz konusu katılım 2010 'da 1.046 milyona yükselmiştir. Örgütün tahminlerine göre, küresel ölçekte turizm hareketine katılan insan sayısı 2020 yılında 1.602 kişiye yükselecektir. Bu hareketliliğe paralel olarak, 2020 yılında yaklaşık 2 trilyon dolar uluslararası turizm geliri elde edileceği tahmini yapılmaktadır.(www.unwto.org, 23.03.2011) Turizmin gelişmesi ve turizme yapılan yatırımların sayısının çoğalması gittikçe büyüyen bir istihdam potansiyeline işaret etmektedir. Turizmin pek çok destinasyonunda mevsimsel istihdamın tercih edilmesi, iş imkânları bağlamında özellikle iki gruba fırsatlar sunmaktadır; Kadınlar ve gençler. Bu çalışmanın amacı; gittikçe büyüyen bir trend arz eden ve ülkelerin ekonomilerinde bacasız sanayi olarak adlandırılan, hizmet sektörünün yıldızı olan turizm sektöründe; istihdam ve özellikle kadın istihdamı üzerinde durulacaktır. Kadın istihdamında karşılaşılan sorunlar ve özellikle cam tavan sendromu literatür taraması ile incelenecektir.

Anahtar Kelimeler: Turizmde Kadın İstihdamı, Turizmde Kadın İstihdamında Karşılaşılan Sorunlar, Cam Tavan Sendromu

INTRODUCTION

The tourism industry has been the most important sector to overcome the economic problems of many countries since the beginning of the 20th century. The limited financing resources and the necessity of prioritized sector investments caused the tourism investments to be low in comparison to the other investments until recently. The incentive law introduced in 1982 which changed many things for the tourism investor, started the dynamism in this sector and through consistent state policies the importance it deserved was given to tourism and consequently to tourism investments. Since this period, it has been tried to attach importance to tourism sector. As a result of tourism investments and tourist numbers, which have been increasing since the beginning of the 20th century, positive developments and changes were observed in tourism revenues. The developments in the tourism sector are very important for human and organizational power. The changes in the sector and the increase in the investments and the consequent work intensity, allow for the creation of new employment areas. Through the formation of small or medium sized touristic enterprises and large tourism investment projects, the emergence of new employment opportunities and the development of

new employment areas, created an enormous labor force in the tourism sector. In particular, the acceleration of tourism sector in recent years also draws attention to employment problems in tourism. Among the most important ones are the current labor force shortage in tourism industry, seasonal employment problems or gender categorisation in tourism sector. It is an undeniable fact that women are still experiencing not solved pending problems in Turkey. As in every industry, female employment is directly affected by these problems in tourism industry. it will be possible, the correct positioning of women's place in society and accordingly in the tourism industry; by eliminating the obstacles faced by women's employment in tourism industry and evaluating the possibilities.

1. Participation of Women Labor Force in the Economy and the Problems They Face

According to the 2017 ILO Global Study Trends Report, 3 billion people worldwide are actively involved in the business world. 1.2 billion of this number is composed of women and 1.8 billion of men. Tourism industry creates employment for 212 million people around the world. 46% of the labor force in the tourism industry is female, 54% thereof is male (ILO, 2017). The percentage of female labor force in the tourism industry compiled by the World Tourism Organization from selected countries is shown in Table 1. These ratios are the ratio of the total labor force in the total tourism industry of the countries to the female employment.

Table 1. Percentage of Female Labor Force in Tourism Industry in the World

Countries	Percentage of Female Labor Force in Tourism Industry in the World
United Kingdom	%60
Portugal	%60
Austria	%60
Finland	%80
Canada	%55
France	%80
Australia	%56
Spain	%50
Egypt	%25
Dominican Republic	%50
Mexico	%47

Source: www.unwto.org, 23.03.2017 (World Tourism Organization UNWTO).

In Table 2 direct and total contribution of tourism to employment in the world and Turkey according to data from 1990 to 2013 of The World Travel and Tourism Council are included.

Table 2. Contribution of Travel and Tourism to Employment in Global Scale (Direct and Total) (1990-2013)

Years	Contribution of Travel and Tourism to Employment in Global Scale		Contribution of Travel and Tourism to Employment in Turkey	
	Direct	Total	Direct	Total
1990	2,9	9,5	1,7	6,8
2000	3,5	9,7	2,5	7,2
2005	3,5	9,5	2,3	8,6
2008	3,5	9,2	2,1	8,2
2009	3,3	8,9	2,1	8,5
2010	3,3	8,6	2	7,6
2011	3,3	8,7	2	8,2
2012	3,3	8,7	2	8,3
2013	3,3	8,7	2,1	8,4

Source: <https://www.wttc.org/> WTTTC, Data 2013.

Table 3. Number and Percentage Rates of registered (insured) Workers in tourism sector Overall in Turkey as of 2009

	Total in person	Man employee	Women employee	Percentage of men employee	Percentage of women employee
Catering services	132.444	101.602	30.842	76.7	23.3
Accommodation	119.214	90.387	28.827	75.8	24.2
Travel Agency	41.389	28.869	12.421	69.8	30
Airways transporting	10.010	7.242	2.768	72.3	27.7
Total employees in tourism sector	303.057	228.100	74.858	75.3	24.7
Total employees overall in Turkey	9.013.349	6.929.944	2.083.405	76.9	23.1

Source: *www.turad.org,07.10.2011 (Turizm Arařtırmaları Derneđi).*

Turad (Tourism Research Association) data for 2009 reveals that, the female labor employed as registered in Turkey in the tourism sector constitutes 25% of the total tourism sector labor force. Table 3 the number of Turkey's overall employees and percentages and the number and percentages of men and women employees in the tourism sector are shown.

Table 4. Direct employment in tourism sector in 2014-2015 according to İŐKUR data

Occupation	Annual	Annual application	Annual work	open	Annual employment	Registered Labor
Tourism and hotel staff	2014	7632	7478		6472	8403
	2015	12074	17433		14229	14073
Travel Service Staff	2014	3496	5364		3776	2105
	2015	2165	5089		2197	2504
Cook	2014	21103	12945		4719	46358
	2015	22491	15436		4372	53318
Service Staff	2014	5704	11524		3585	7805
	2015	4296	5312		2016	8202
Receptionist	2014	4205	3507		969	9789
	2015	4430	3548		1026	11330

Source: *İŐKUR (2016)*

The rates of direct employment in the tourism sector in Turkey are given in Table 4. According to data İŐKUR in overall tourism employment is growing in Turkey.

Thanks to economic growth and development, women are able to access education opportunities more easily and have the chance to gain economic freedom as a result of the qualifications they acquire.

Factors affecting female labor force even in the most developed societies can be listed as follows:

- Production and employment policies
- Economic Crisis
- Magnitude of the informal sector

-
- Increase in population growth rate
 - Urbanization
 - Importance the society attaching to human resources education
 - widespread of the use of communication tools
 - Social value judgments (Minibaş, 1998, p. 331).

“Woman's place is home, woman is mother first, women are more emotional than men so they can't be successful in business life “it cannot be denied that these and similar stereotype judgments are still very widespread thoughts that are still in existence today. Intellectual and social factors in women's entering into work life, even if women are succeeded to be employed, prepare the ground for discrimination in work life. Women who have new and different roles with the changes and developments in the social structure have begun to receive education, to realize their position and to work in the service sector and other sectors. However, the traditional attitudes and thoughts that have outweigh in social life have limited the woman's ability to start working outside of her home life. In a society where women's place is home approach outweighs, the woman finds herself in conflict when she wants to work both at home and outside her home (Kocacık and Gökkaya, 2005, p. 35). The place of the woman in traditional structure, whether she is married, being married in the structure, the value of being a mother creates great differences in the position of woman in the workforce. Especially in developing countries, rapid development, change and position of women in this context are one of the main research subjects (Oktik, 1997, p. 61). It is generally claimed that the woman's productive role is restricted by her role in the reproduction, and that her social status is reduced, and her production is hindered due to her duties related to her family and her household (Rosaldo, 1973, p. 25). In addition, some researchers claim that women's reproductions for the home and family exclude women from actual production activities (Quinn, 1977, p. 181). This situation causes the women to concentrate on participation in production activities on the works that will not disrupt or interfere with their traditional roles. In most societies, it is still considered to be the duty of the man to make a living for the family. In Turkey, though the inclusion of women in the workforce has increased over the years, it is still continue to be perceived as the tasks of man such roles as to make living for family and to be the "householder", and that still has a significant impact on home confinement of women. Marriage and fertility are important factors in the participation of women in working life. The fact that the work given to women is usually of temporary quality and low wage employment leads to very limited number of women in employment, increase in unemployment transition rate, decrease in female labor quality and limitation of long-term employment of women. The widespread view that the work of women is a work to support the family, leads to the idea that women are a backup labor force needed during economic growth periods and put aside in periods of decline. According to TUIK data; The labor force participation rate in the population of Turkey is 47.5%, rate of men is 69.2% while the rate of women is 25.9% Among the EU member countries and candidate countries in women's labor force it seems that Turkey has lowest rates in women participation rate to work force is the lowest (www.tuik.gov.tr, 2017).

It seems that as of 2008 in Turkey of 25.6 million people who do not included in the work force, nearly half (13.3 million) are women busy with housework. 25 million 152 thousand persons of 496 million people aged 15 and over do not participate in the labor force for various reasons. While primary school graduate is 63.2% of the labor force in Turkey, 1.5 million people, two in three of it is women are illiterate. The percentage of higher education graduates is only 10.5%. While the participation rate of women with university education to work force is 71.3%; this rate is 22.8% in women with education lower than high school. The labor force participation of married women is lower than that of single and of divorced women. In addition to marriage; factors such as age, education, displacement and other name appointment to another location are definitive in the supply of female labor force. www.palhaber.com

Table 5. Reasons of Non-Labor Force Participation in Labor Force by Years**İşgücüne dahil olmayanların yıllara göre işgücüne dahil olmama nedenleri**

Reasons of not being in labour force by years

[15+ yaş - age]

(Bin kişi - Thousand person)

Yıllar - Years	Neden - Reason								
	Toplam Total	İş bulma ümidini olmayanlar Discouraged	Diğer ⁽¹⁾ Other ⁽¹⁾	Mevsimlik çalışanlar Working seasonally	Ev işleriyle meşgul Housewife	Eğitim/ Öğretim Education/ Training	Emekli Retired	Çalışamaz halde Disabled, old, ill etc.	Diğer Other
2014 Yıllık - Annual	28 200	615	1 869	94	11 589	4 470	3 827	3 922	1 814
2015 Yıllık - Annual	28 176	676	1 726	94	11 498	4 486	4 082	3 878	1 736
2016 Yıllık - Annual	28 185	658	1 762	89	11 098	4 541	4 160	4 036	1 843
2017 Mayıs - May	28 068	574	1 613	62	11 047	4 523	4 353	4 075	1 820
Haziran - June	27 901	586	1 640	75	11 153	4 175	4 422	4 005	1 845
Temmuz - July	27 727	612	1 646	77	11 191	3 838	4 431	4 024	1 908
Ağustos - August	27 769	634	1 521	66	11 241	3 981	4 383	3 994	1 950
Eylül - September	27 861	609	1 444	68	11 144	4 265	4 403	3 953	1 974
Ekim - October	28 217	600	1 506	71	11 144	4 575	4 427	3 920	1 973
Kasım - November	28 433	621	1 598	91	11 160	4 654	4 458	3 896	1 956
Aralık - December	28 716	656	1 677	132	11 202	4 735	4 401	3 944	1 969
Yıllık - Annual	28 251	637	1 627	85	11 133	4 467	4 366	4 009	1 926
2018 Ocak - January	28 922	676	1 676	179	11 272	4 810	4 420	3 963	1 926
Şubat - February	28 895	668	1 654	186	11 198	4 860	4 398	4 007	1 922
Mart - March	28 755	635	1 580	165	11 127	4 882	4 442	4 055	1 869
Nisan - April	28 424	538	1 500	144	10 976	4 843	4 414	4 144	1 865
Mayıs - May	28 297	494	1 565	143	10 920	4 604	4 468	4 187	1 916

TÜİK İşgücü İstatistikleri

Rakamlar yuvarlamadan dolayı toplamı vermeyebilir.

(1) Diğer: Mevsimlik çalışma, ev kadını olma, öğrencilik, emeklilik ve çalışamaz halde olma gibi nedenlerle iş başı yapmaya hazır olduğunu belirten kişilerdir.

TÜİKSTAT, Labour Force Statistics

Total figures may not be exact due to the rounding of the numbers.

(1) Other: These were the persons who were not seeking a job for reasons such as being seasonal workers, busy with household chores, student, property income earner, retired, or disabled, but available to start a job.

Source: www.tuik.gov.tr 2018.

Table 5 shows the reasons for not being included in the labor force of those who are not involved in the labor force. Turkey Statistical Institute data belongs to Turkey Statistical Institute 2018.

3. Women Labor Force in Tourism Sector and Encountered Problems

As the most important indicator of women's development in working life, besides their numerical increases, their transition from agricultural to industrial and service sectors is shown. In Global standards the distinction of sectors based on their economic activities are made as; agriculture, industry, trade and services. The companies in the tourism sector are included in the service sector due to their production characteristics. As a result of this distinction, working areas related to accommodation are considered within the service sector (Kozak, 1996, p.45). Nowadays, more women work in paid jobs; as such they are collected in job low paid, requiring less ability and repetition that, and providing very little good condition. Tourism enterprises also have similar characteristics. Although the areas where women workers are mainly concentrated indicate gender-based discrimination, it can be said that the tourism industry is an important area of employment for women (Cuiker, 2006, p. 96).

In addition, female personnel transportation is important in the tourism sector where women's employment is high. The additional cost of transportation of personnel will cause a cost, and transportation difficulties can create problems in providing personnel. This factor should also be taken into consideration when choosing the location of tourism investments.

Barriers Faced by Women in Introduction to Tourism Industry in Turkey

In the whole world; particularly in Turkey in present day that women are still experiencing unsolved problems, as in every industry, women's employment in the tourism industry is affected by these problems.

- Low rate of women working in the sector
- Social gender discrimination
- Glass Ceiling syndrome
- Women perception in society
- Low wages
- Social patrimonial structure
- Low number of educated women
- Violence against women
- Sexual harassment
- Negative perceptions of the tourism profession
- Inadequate opportunities in workplaces for married and women with child
- Working shift requirement
- Laws
- Non-flexible working hours
- The fact that female employees generally work in lower positions,
- Women's private life responsibilities like household, child
- Wage Discrimination
- Contraction in the sector due to increased terrorist incidents
- Increased competition
- Economic crisis
- Increasing unemployment
- Career challenges
- Sectoral challenges
- The fact that in tourism sector some jobs are considered as women's, some as men's
- Cultural barriers
- Excessive workload and working time
- Unexpanded trade union rights
- Inadequacies of job security, wage and rotation
- Harassment events
- Men dominant sector
- Low expectations of women for wages and promotion
- Low wages

- Insufficiency of rights recognized when they have children
- Using the female body as a marketing and media tool in tourism industry

The mentioned articles are some of the problems of 'Women Employment in Tourism'. In the, Threats, section of the Swot analysis in Istanbul, Akova and Mungan in 2016 In Turkey, are given under the title Barriers faced by women in introduction to the Tourism Industry. (Akova, Istanbul, Mungan, 2016, p. 389-395).

4. About Glass Ceiling Syndrome (Glass Ceiling Barrier) Among the Obstacles Faced by Women in Workplace

The concept of glass ceiling, although different names are mentioned, represent invisible obstacles that prevent women employees from advancing on their career steps. In pyramid structure which is especially the characteristic of large-scale enterprises women are not allowed to move forward in strategic areas such as financing and product development, which are key to senior management. These obstacles are defined as 'glass walls' (International Labor Service (ILO), 1998, p. 13).

In other words, glass ceiling syndrome refers to invisible career barriers that arise from behavioral and organizational prejudices that prevent women employees from reaching top management positions. (Ögüt, 2006, p. 58). In a different study, a non-supportive organizational culture, gender stereotypes, women's avoidance of objections, family priorities and the male-dominated environment, (Jain and Mukherji, 2010, p. 23) refer to these barriers.

Jackson (2000) in their research on glass ceiling perception of middle-level female managers examined career barriers in organizations, initiatives they took to remove these barriers, and opportunities offered to them in their career development. Again, Jackson, in his research in the United States on women entrepreneurs, emphasized the reasons why women work quit jobs they work and prefer to establish their own businesses.

As a result of the researches, it is seen that the effective factor of 1/3 of the women taking that decision is the fact that they faced with the various situations they perceive as negative for their career development. In the study of Lockwood (2004), he investigated how gender discrimination can be determined in a workplace. According to this study, the evidence needed to determine discrimination can be invisible, implicit or clear. The most obvious indication of the presence of a glass ceiling is the difference in wages between men and women. The difference in wages or earnings of a man and woman who work in the same positions at the same workplace is the most obvious of gender discrimination or glass ceiling. In a study of Mattis conducted in the US, it was found that male CEOs' average incomes were 50% higher than females average income (Lockwood, 2004).

Erçen suggests that, another indication that there is a glass ceiling in the workplace is the well-established organization culture preventing women from progressing. One example of this is that organizational policies and practices support the traditionally rooted strength of men (Erçen, 2008, p. 6-24.9).

5. Glass Ceiling Block in Tourism Sector and Strategies for Breaking this Barrier

The glass ceiling means "the invisible barriers that women face when climbing the ladders of the organization" (Tükeltürk and Perçin, p.45). The most common form of gender discrimination is gender-based occupational stratification. Professional stratification is analyzed in two types as horizontal and vertical. Horizontal stratification is the separation of jobs or professions as men job or women job. For example: almost in all economies nurse, primary school teacher, secretary, hostess is female profession while driver, surgery doctor, construction work, mechanical engineering are the male professions. When 75% -80% of those who work in the profession or work are of the same

gender, that profession is defined as the male or female profession. Professions where the rate of female / male workers are between 45% and 50% are called integrated professions or genderly mixed professions in terms of gender (Zeher, D, 2011, p. 25: 764).

In tourism sector also; there is a significant 'vertical' and 'horizontal gender distinction in terms of the labor market. Horizontally men and women are employed in different jobs. Female employees in the tourism sector are generally; employed as a waiter, cleaner, housekeeper, travel agent salesperson (mostly); men employees are employed as; the waiter, bartender and driver. The typical vertical sexual pyramid is common. While men dominate the key managerial positions, women are condensed on low level careers having less opportunity to develop. (Minu 2000, p. 18.) As far as top management concerned the question comes to the agenda how suitable environment was provided for women managers, due to sectoral conditions. In a study conducted on women hotel managers, a number of situations have been highlighted that adversely affect women in terms of career development. These difficulties caused by the structure of the sector cause women managers to have problems in balancing their work and family lives (Kozak, 1996, p. 16 199623).

In the tourism sector, there are busy working hours due to the need to provide services 24 hours a day, 7 days a week. Especially having to work at weekends and holiday periods means that the family and private life are neglected to some extent give raise to the prejudice that women can have times in such situations. The existence of certain requirements of management, such as making agreements, especially with agencies and tour operators, and participating in various tourism fairs, can lead most of the time to the necessity of geographic displacement. Such a necessity brings about the question to what extent women married with children may endure such a situation.

As an example on worldwide researches on the glass ceiling syndrome in the tourism sector, the research conducted by Knutson and Schmidgall in the US, brought forward cases where women had to work more and be more experienced than men in order to reach the level of general manager in hotel businesses, they had to call for support for their occupations in the work environment and in the family and had to make personal sacrifices on many issues.

In research done on the barriers to women's careers in the tourism sector in Turkey, it has to be tried to determine weather the women working in hotel business face glass ceiling women what caused it. According to the results of this study, it is revealed that women working in hotel enterprises really believe they are facing a glass ceiling. According to the findings to determine the reasons for the presence of glass ceiling, it was determined that women were really having hard times to balance work-family life, but they wanted both themselves and their families to progress in their careers. However, due to their difficulty in establishing this balance, it is emphasized that it is possible to talk about the existence of a glass ceiling resulting from their family life and their role in the family. In addition to that, it is seen that a widespread belief that there is no equal opportunity for the management of women working in hotels (compared to men) to be brought to higher levels and that gender discrimination is made in this regard (Aydın, Özkul, Tandoğan and Şahin, 2007, pp. 312-319).

CONCLUSION

In the world, women's involvement in business life began after the Industrial Revolution in the 18th century. After the Industrial Revolution, women were employed in various sectors. The working conditions of women working in the same jobs as men were tried to be corrected in favor of women, both by government decisions and corporate policies. However, in spite of social differences, women have been considered as secondary in male-dominated societies. In Turkey; Despite the social and economic rights granted after the proclamation of the Republic, it is a fact that nowadays, women employees have some problems in business life and face obstacles.

All factors that prevent women from working life after they reach a certain level are called glass ceiling syndrome. It is an inevitable fact especially for the service sector that women workers are prevented in an unnamed fashion by employers or senior managers, especially after they reach a certain career level. The general name of these inhibitions is Glass Ceiling Syndrome. Although it is seen in all sectors, in tourism, which is a service sector, it is frequently experienced.

Taking into consideration that throughout the world and especially in Turkey there are still unresolved questions of women; As in every industry, the tourism industry is also affected by these problems in women's employment. The correct positioning of women's place in the society and thus in the tourism industry will only be possible by eliminating the barriers that women workers face in the industry and evaluating opportunities. In order to prevent gender discrimination which makes women's position quite problematic and causes them to be exposed to injustice, and to improve the conditions of women workers, it is necessary to employ young people who are more conscious, educated and have the potential to produce solutions to these problems.

In order to resolve mechanisms keeping women in low status, low income and depriving them job insurance in Tourism Sector and it is of great importance for the tourism industry to conduct more extensive research on this subject for the monitoring of originality on Turkey.

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