

Sexualized Labor, Women's Respectability and Gender Disparity in Casino Industry of North Cyprus

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ABSTRACT

This is the first research of its type to investigate and describe the female working conditions at TRNC casinos. The study aims to investigate a host community's perception of the social and cultural impacts on female casino employees in Northern Cyprus, gender disparity within the casino organizations, female casino employee's respectability and also sexual labor. The study also evaluates this perception in the context of the community's concerns about the struggles of women who work in North Cyprus casinos, and it develops information of the respondents in terms of their attitudes toward women who work in the North Cyprus casino industry.

We have asked 4 introduction questions to analyze the participants age and other necessary information. Then went into semi structured interviews via internet and we asked 15 questions in total to 20 participants from different casinos located in North Cyprus. Our questions were focused on 3 aspects: Sexualized labor, women's respectability, and gender disparity. After analyzing the study findings, we drew conclusions. According to the findings, women working in the Northern Cyprus casino industry encounter several challenges. Sexualized work, gender disparity, and their respectability are at the heart of these issues.

Keywords: Women Employee, Casino, Tourism Development; Feminism, North Cyprus.

ÖZ

Bu çalışma, KKTC casino sektörünün kadınlar için çalışma koşullarını araştıran ve tanımlayan KKTC’de türünün ilki bir araştırmasıdır. Çalışma, araştırmaya ev sahibi olan Kuzey Kıbrıs'taki kadın casino çalışanları üzerindeki sosyal ve kültürel etkileri, casino organizasyonlarındaki cinsiyet eşitsizliğini, kadın casino çalışanlarının saygınlığını ve ayrıca cinsel emeği araştırmayı amaçlamaktadır. Çalışma ayrıca toplumun Kuzey Kıbrıs casinolarında çalışan kadınların mücadelelerine ilişkin kaygıları bağlamında da değerlendirmekte ve toplumun Kuzey Kıbrıs casino endüstrisinde çalışan kadınlara yönelik tutumları açısından da bilgi havuzu geliştirmektedir. Çalışmamızda öncelikle katılımcının yaşı ve diğer gerekli bilgileri analiz etmek için 4 giriş sorusu sorduk. Daha sonra internet üzerinden yarı yapılandırılmış görüşmelere geçilerek Kuzey Kıbrıs'ta bulunan farklı casinolardan 20 katılımcıya toplam 15 soru yönelttik. Sorularımız 3 konuya odaklanmıştır: Cinselleştirilmiş emek, kadınların saygınlığı ve cinsiyet eşitsizliği. Çalışma bulgularını analiz ettikten sonra, sonuçlar çıkarıldı. Bulgulara göre, Kuzey Kıbrıs casino endüstrisinde çalışan kadınlar çeşitli zorluklarla karşılaşmaktadır. Cinselleştirilmiş emek, cinsiyet eşitsizliği ve saygınlıkları bu konuların merkezinde yer almaktadır.

Anahtar Kelimeler: Kadın Çalışanlar, Casino, Turizm Geliştirme; Feminizm, Kuzey Kıbrıs.

DEDICATION

This thesis is dedicated to five special women who have meant and continue to mean so much to me. Although some are no longer alive, their memories continue to govern my life.

I want to thank my mother, who has never wavered in her love for me and has taught me the value of hard work. I'd also like to thank my sister Elit for always being there for me no matter what I do in life. Thank you so much.

Also, there's my mother's mother Güner, my father's mother Buket, and my great-grandmother Nilüfer, who raised, loved, and taught me to work hard. Each of them was a strong and intelligent woman who shaped who I am today.

With all my love and admiration for these incredible women.

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Chapter 1

INTRODUCTION

1.1 Overview of Research

Small islands are often the world's most tourist-dependent locations. (Kharouf et al., 2016). In small touristic islands, such as North Cyprus, where the tourism industry (specially the casino sector) is the dominant sector, extra attention must be given to the connection between the community and the tourism industry. The sector should not only contribute to the island's economic order but also contribute to the tranquil and healthy working environment of those employed in the industry. Unfortunately, the tourism and hospitality industry due to the intensive interpersonal interactions and hostile work environments, often produce emotional labour force who struggles with these hostile work environments (Jung & Yoon, 2018). Employees in this sector often face verbal and even physical aggression (Karatepe, 2019) such as bullying (Einarse, 2000) and sexual harassment (Morgan & Pritchard, 2019). These business mistreatments often impact (removed on the) employees by affecting their behavioural, neurological, and social wellbeing (Hsieh et al., 2017). The casino industry in North Cyprus is one of all year-round tourist activities providing a vital source of income and employment for the country (Alipour & Vughaingmeh, 2011). Although the casino industry plays an important role in the economy, at the same time it creates challenges for women as sexualized labour who are employed in this industry by challenging their traditional gender roles and their respectability within the family and society. Thus, this study examines the challenges women working in the casino

industry face specifically in relation to sexualized labour, women's respectability, and gender disparity. The study investigates these issues from the perceptions of women who work in casinos in Northern Cyprus.

1.2 Identification of Topic Area

To comprehend the hospitality sector in North Cyprus, it is critical to understand the country's culture and values. According to Konstantinos Andriotis (2014), island nations are remarkably comparable to developing countries in that both developing countries and islands use tourism as a vital sector to produce economic strength and to address structural problems. For North Cyprus as a developing country which is stuck in a frozen conflict and has been subject to economic and political embargoes for the last 45 years, tourism plays even more important role in improving the economy (Altinay & Bowen, 2006). Furthermore, attention should be also given to gender roles in the society and more specifically in the tourism industry. Today, although feminism and women's rights are developing compared to the past, they are not progressing at a sufficient pace. Women are still discriminated in many aspects of their life. Women working in the tourism sector suffer from vertical and horizontal discrimination. In society they are victims of discrimination and violence. Further as Analee Pepper mentioned women are governed by gendered norms and expectations such as dress code, interpersonal contacts, harassment, and sexualized standards of conduct (Pepper, 2012). There is a gender disparity in society. Thus, the above-mentioned factors were identified as important factors when identifying the topic area.

1.3 Rational

The rationale behind the choice for this research topic was based on three reasons. The first reason was personal. My personal experiences and observations of someone who has been working in the casino industry for a number of years made me aware of the

numerous challenges women were facing in this sector and therefore the need for further investigation. Secondly, as a feminist researcher I wanted to capture the experiences of women who have been marginalized in this specific area of academic research and to increase social awareness and to contribute to social change and improve women's lives. Finally, due to lack of research on this topic I was motivated to be one of the few to research this and thus contribute to the body of knowledge.

1.4 Aim(s) and Objectives

1.4.1 Aims

The purpose of this study is to examine the challenges women working in the casino industry face in relation to sexualized labour, women's respectability, and gender disparity. Using a feminist approach, the research aimed to develop an understanding of the problems female casino workers face due to working in the casino industry. However, as a feminist researcher the aim was not only to focus on the experiences of women, but also to make women visible and raise consciousness (Holloway & Wheeler 2013). As central goal of all feminist research it was aimed to contribute to social change and thus improve women's lives (Reinharz, 1992).

1.4.2 Objectives

In order to achieve this aim, the following areas were identified as important to collect information from our participants in order to assist in understanding of the issue;

- The issue of sexual harassment in the casinos
- Erotic Capital
- Gender Disparity
- Respectability of women
- Workplace Stress
- Favouritism

1.5 Interview Questions

In order to develop an understanding about the topic, a decision was taken to ask questions on four different areas. These questions were related to;

➤ Women's Respectability

1. What was the first reaction of your friends, family, partner, partner's family, etc when you acquired a job in the casino industry?
2. Have you ever received negative reactions from anyone because of your career choice?
3. Do you think your career choice gives you respectability in society or reduces your respectability?
4. Do you think that casino guests find women working in this sector respectable?
5. Do you believe that female dealers are well respected in society?

➤ Gender Disparity

1. Do managers treat female and male employees differently in the workplace?
2. Have you encountered negativities in your job because of your gender? Did these negativities affect your work or mood?
3. Do you believe there are times when male co-workers have an advantage at the casino?
4. Do you think that your progress in your job is slower or more difficult than that experienced by men because of your gender?
5. Do you experience stress in your industry because of your gender?

➤ Sexualized Labour

1. When a casino employs someone, do they consider his/her age, gender, or marital status?
2. Have you ever worked with people who have progressed faster in their careers by using their appearance in a casino?
3. Do you believe that the physical appearance of the female employees is important when they are being considered for employment?

➤ Sexual Harassment

1. Have you ever experienced sexual harassment by casino guests or staff? What was the nature of this harassment?
2. Do you know anyone who has experienced sexual harassment at work?

1.6 Significance of the Study

The main significance of this research is that to my knowledge there is hardly any research being done on this topic. Literature review of the area showed that there is that there has hardly been any detailed research done on this topic before and thus it is a novel area of research. Doing research on this topic will fill a gap and increase the body of knowledge on this topic. As a woman who has worked in the casino industry and that is aware of the challenges women face working in this industry, doing research in this area, will enable me to analyse this area critically and come up with some recommendations which might help the women working in this industry.

1.7 Methodology

For the purposes of this research a qualitative methodology of research was chosen. The data was collected through semi structured interviews. Using a purposeful sampling technique 20 respondents were interviewed in detail. This research also adopted a feminist strategy to guide the researcher throughout the research process.

Chapter 2

LITERATURE REVIEW

The topic of gender issues is not new. U.N-Women official website published an article in 2018 which showed that even though women perform sixty six percent of the world's work and produce half its food, they earn only ten percent of their income and own one percent of its property. In 2011, they further claimed that although women in the tourist business outperform women in other economic sectors, they remain significantly behind males. Many scholars also pointed out that the tourist business provides women with limited educational and professional options. The reason for this because women are denied the mentorship chances offered to their male counterparts, and they are subjected to workplace stereotypes as well as discrimination, lack of advancement and compensation incentives (Guerrier & Adib, 2000; Hoel & Einarsen, 2003). Studies also show how the hospitality business is heavily influenced by masculine ideals, which has a considerable impact on the position of female executives in the industry (Segovia-Pérezet, 2018). The methods in which hospitality surroundings are depicted, packaged, and promoted intentionally establish a sexual discourse; thus, it is natural that female hospitality personnel confront sexual harassment and abuse. The aim of this research was to understand the gender disparity and the types of challenges female employees face in the casino industry in relation to their male counterparts. In order to explore this area, issues of gender disparity, sexualized labour, erotic capital, sexual harassment and the respectability of women

in this sector will be examined in the literature. To understand these issues, it is best to start with understanding the structure of the casino industry.

2.1 Structure of the Casino Industry

To understand the casino industry, it will be best described it in relation to the lodging industry. Hotels since provide lodging services are structurally distinct. They have Reception Department, Maintenance Department, Food Kitchen or Food Production and other related departments are the main departments of hotels in general (Laksiri, 2019). These departments are linked by invisible ties and operate in a hierarchical order. Employees have a tight relationship with their supervisors, and ultimately with their managers. These managers' report directly to the hotel manager and subsequently to the general manager. Although the primary departments of casinos are similar to those of hotels, there are several distinctions. The majority of casinos in North Cyprus have marketing teams who are responsible of bringing customers, maintaining the continuity of the incoming customer, answering the requests of the customers, remaining in touch with the client during the game, and even after the customer departs the casino. When marketers foster lasting relationships with obtained clients with the purpose of building a long-term commercial relationship with them, the organization benefits, accomplishing client loyalty and retention. In this case, there is a great amount of responsibility in the marketing department and public relations department of the casino since they are closely in contact with the customer. Casinos have a structure that attracts people with their colourful gaming machines and eye-catching designs. But the thing that best complements this fun is the human factor (Enarson, 1993).

As Kilby et al., (2010) pointed out marketing is very important to casino and hotel operations since it maximizes overall profits and also use the sales statistics to populate guest rooms with casino visitors that spend a lot of money. Thus, the casino salespeople are primarily responsible for their major source of income. Bringing existing rooms together with consumers, on the other hand, is more of a supply-demand or marketing strategy. Their links to the front office do not necessitate the establishment of a hierarchical system. Distinct restrictions apply due to the different establishment of the hierarchy in casinos. Some casino sections are nearly unnoticeable in hotels (Casino Control Commission Annual Report, 2016).

According to Steensma (2017) casinos usually have a significant number of management jobs to oversee all of its divisions. They have top management, vice presidents and managers (Steensma, 2017). According to Steensma (2019) the general manager will be at the apex of a casino's management hierarchy and is responsible for overseeing the casino's entire operations. The second in line is the vice presidents. They report to the general manager, and numerous other presidents are in charge of certain aspects of the casino's activities. Third is the line managers such as table game, slot machine, guest relations, food and beverage managers, casino cage managers, pit managers, and floor managers are examples of these positions. This sometimes called as A level management, B level management and C level management. This simply shows the responsibility and authority of these managers. The casino's general manager is located on top management—the finance manager, human resources manager, and security manager report to him. Because the quantity of assets entering and exiting the company's safe in casinos is significant, the security manager has more responsibility than hotel security, elevating the security manager's position in comparison to the hotel. The category B managers are generally the Public Relations

Manager, the Slot Manager, the Board Game Manager, the Restaurant/F&B Manager, the Casino Cage Manager, Pit manager, accounting manager, Marketing supervisors, and Security manager. C-level positions are generally dealers, slot machine employees, waiters, sales personnel, Front desk agents/Reception, security, valets, and public relations/guest services.

2.2 High Workplace Stress

According to Teoh et al., (2019) the hospitality industry atmosphere, (particularly the VIP lounge at the casinos), is frequently seen as a "high-pressure" workplace setting. Employees face terrible conditions, and frontline workers, in particular, possess emotional exhaustion. It is a known thing that tourism and in particular casino employees work long hours (Kim, 2009). Furthermore, the majority of casinos are nearly open all year long so the employees working in this industry don't really have any public holidays. They are frequently required to work in shifts, as well as on weekends and public holidays, as these are the busiest periods for visitors to such entertainment venues. Employees who work face to face with clients are also more vulnerable to many varieties of different physical and emotional problems (Anderson, 2007). According to Lazarus and Folkman, "stress is described as "a specific interaction between a person and his or her environment that the individual perceives to be exhausting or beyond his or her own resources and harming his or her well-being" (Lazarus and Folkman 1984). Stress hormone is released by the human body under stressful conditions to prepare for a future fight or flight reaction (Newman, O'Connor & Conner 2007). In 2011 researchers made a study which showed that hotel or casino chefs experienced a lot of job stress. (Ning-Kuang Chuang & Simon A. Lei, 2011)

2.2.1 Sources of Stress

The main source of this stress is often linked with the behaviour of the customers. Customers are frequently drunken or enraged as a result of gaming misfortunes. Because the primary purpose is to retain customers pleased, regardless of their attitudes or actions, casino staff are typically required to accept harsh and even insulting conduct and may even face serious assault (Wan, 2010). The purpose here is to provide entertainment for the guest. This crucial feature guarantees that the enterprise's wheels are turned in a different direction. So much so that the expectations of workers, tasks assigned, business follow-up, business regulations, staff recruiting, and operational standards differ depending on the business. Unlike the hospitality industry where the primary source of income for hotels is the sale of rooms as well as food and drinks, casinos' primary sources of revenue are neither room sales nor catering. Instead, it is the generation of revenue through gambling activities from their customers. Dealers generally have mental and physical stress due to their work, changeable shifts, close electronic and personal surveillance in the casino, and contradicting expectations from their management (for dealers to win) and players (for dealers to lose). Despite the illusion of "easy money," card dealers report significant levels of dissatisfaction with their jobs (Enarson, 1993). This is very stressful for dealers since where other female employees have options such as stepping away from the customer or switching to another customer, the dealer, on the other hand, should remain face-to-face and in contact with the player during her work and should not leave the gaming table she is on.

2.2.2 Impacts of Stress

Job-related stress also has a number of consequences, including lower productivity for employees as much as management, frequent absenteeism, extended ill absence, compensation and medical or stress related claims, and employees actually quitting their jobs (Gabriel & Liimatainen 2000; WorkCover, 2004). A study by Anderson (2007) showed that seventy five percent of the casino employees said that the stress caused by their job is the main source of job discontent for them. Furthermore, fifteen percent of these employees' health claims were related to stress (Anderson, 2007). Çakıcı et al., (2017) provided information relating to the prevalence of high level of depression among female casino workers in North Cyprus. The stress involved with doing emotional labour might have a negative impact on employees' mental health (Brotheridge & Holz, 2006). Employees must adapt to the organization's objectives and goals during the service process and in order to do that they repress negative emotions and try to exhibit good feelings. This is known as emotional labour (Ashforth & Humphrey, 1993; Brotheridge & Grandey, 2002). Stress that is left unchecked or even recognised by the organization can cause issues such as rage from employees, more sick absence, stress related lack of concentration which may end with injuries, social conflicts, and also lower morale. Employee discontent, according to Anderson, in his 2007 essay, might lead to outbursts of wrath or tiredness. Also, if an employee is under a great deal of stress, they are more prone to convey their feelings to others. In the spur of the moment, verbal abuse, violent confrontations, and other stress-releasing behaviours generate harassment scenarios. Workers may be less likely to take action unreasonably towards their colleagues if a stress-free work atmosphere is created and workers are taught how to deal with stress.

In 2016 researchers found that there are higher stress levels and risks of developing stress among the group of female casino workers (Vodenicharov, 2016). Similarly, another group of researchers made a study looking at mid-level supervisors' views of job stress and coping strategies (Chan et al., 2013). This research presented findings of interviews conducted with managers from Macao casinos. The findings showed job uncertainty, work overload, and a high customer request and unjustified complaints to be prevalent work stresses encountered by both casino supervisors and personnel in other hospitality industries. Also, job pressures encountered by casino supervisors include employees' incapacity or reluctance to perform, top management's surveillance, too severe corporate regulations, and a punishing attitude (Wan, 2013). Another study, focused on the stress levels of mothers who work shifts in casinos (Liu, 2020). These are all reasons for employees to work under stress, and it has both beneficial and negative consequences. While stress may boost creativity and motivation on the work, prolonged job stress can jeopardize well-being and even cause major harm and sickness. Long-term health risks may include self-harm, suicide, and death (Gabriel & Liimatainen, 2000; Uehata, 2005). Another impact of work stress is surface acting. According to Hochschild (1979 and 1983) “surface acting is a practice in which an individual offers a performance that displays the expected feelings they sense are in keeping with the feeling rules structuring that particular social interaction, regardless of whether this is how they feel or not” (cited in Addison 2017: page 9). This can be simplified to mean a “*fake emotion*” shown by a person. According to Krannitz’s research, surface acting, or lying about one's real feelings, has been frequently linked to low moods and emotional tiredness in employees, but the implications can extend beyond the workplace (Krannitz et al., 2010). Emotional

tiredness is characterized by physically and mentally exhaustion which results from continuous stress that leads to high depersonalization and burnout (Leiter, 2008).

2.3 Sexualized Labour

As well as high levels of stress, the casino industry is also characterized by the presence of sexualized labour, especially with women as card dealers.

2.3.1 Definition

Sexualized labour is defined as employment related with sexuality, any kind of sexual urges, and/or sexual pleasure (Spiess & Waring, 2005; Tyler, 2012; Warhurst & Nickson, 2009). This phrase appears frequently in literature about women. The term, which we hear a lot but don't always understand, is significant in terms of casino personnel (especially card dealers) and the appearance of staff in tourism. The notion of sexualized labour arose from a desire to examine the role of employees' body image and sexualisation in the performance of emotional labour. We draw attention to how an employee's sexuality becomes a part of work in the hospitality industry.

2.3.2 Presentable Appearance

In most of the hospitality sectors as well as North Cyprus the employees are required to be "presentable" when notably in the public relations and dealer professions. So, what exactly is "presentable"? According to Oxford Dictionary, being presentable means looking clean and attractive and suitable to be seen in public. Scholars such as Yang (2015) has pointed out that it's very important for an employee to look the most presentable because this will actually show how dedicated this individual is when it comes to their profession. Because casino personnel are taught as well as encouraged to adhere to outstanding service standards to ensure or to provide outstanding client experiences, several other factors are asked of them such as appearance, which is only ``recommended`` (Yang, 2015; Wong, 2013). Being untidy gives the impression that

a person is disorganized and does not value their role or position. Most casinos in North Cyprus do not allow women dealers to have colourful or long nails. They have a specific style for nails. Most casinos even provide free hairdressers for women who work in casinos to look more appealing to the customers. This image has a recruiting component as well as psychological consequences. While pressuring a person to look presentable is something while pressuring women to look attractive to the customers is something else. Attractive dealers, waiters, and sometimes public relations employees in a casino are at an advantage when it comes to recruitment. Casinos are entertainment places that are using this as a method to enhance the casino experience of customers by having enticing dealers by their side. This can be advantages for women since “*attractive women*” can earn 7% more than other women (Johnston, 2010). Dalton Conley, a sociologist at New York University, also found that a woman's weight had a detrimental influence on her household income and "work prestige" (Conley, 2005). Casinos seem to acknowledge these and take advantage of them by hiring “*good-looking*” people. The reason behind this is that casinos think as if you've bet your fortune in the hope of winning something back; anything that helps to alleviate your distress is a prize, and the most satisfying thing would be to be proficient at interacting with a beautiful employee. This attractive dealer has physical beauty and also knows the game, so she is able to chat smoothly with you as you indulge in the game. Also, most casinos have mainly female dealers thinking that they can help male players calm down a bit more easily and quickly. Unfortunately, sometimes in North Cyprus hostile work environments which are created by V.I.P. casino customers are tolerated by employers, and previous research on the working conditions of female dealers in North Cyprus has not looked at gendered interaction. It is important to find

a solution for women who must adapt to sexualized work perceptions just because they want to work in the tourism sector and go professional on this path.

2.3.3 The Notion of Respectability

When discussing sexualized labour, it is also very important to talk about the notion of respectability for women working as sexualized labour. Years ago, when gambling was illegal, the unlawful gambling dens offered male clients the opportunity to gamble, drink, and "wench." Hazel Tucker and Brenda Boonabaana said in their research that: women must continually need to bargain and rewrite every sex related norm to fight against gossip as well as risks to their own comfort and safety in order to work in tourism and actually benefit from it (Tucker & Boonabaana, 2011). Karen Worman spoke with the U.S. press in 2021. I'm going to quote her since her remarks were incredible. "When I first started in the casino sector, my parents advised me clearly, 'Do not work in casinos,'" Karen Worman explained. "Their view was that women in casinos were Playboy bunnies." Worman is confident about the future of women in the gaming industry and proposes that casinos provide female workers with cross-training in as many different elements of the company as possible in order to prepare them for progression. Women were unwanted as players or workers in the old gambling pit, where they performed a primarily decorative function. But instead of genuinely revolutionary concepts of sex-appropriate action, structural changes in the social structure of labour help clarify women's breakthroughs into such masculinized workplaces as pubs or casinos. (Weber, 1998). New casinos focus on providing comprehensive visitor services such as family's arcade games, gyms, reasonably priced food, bilingual employees, and luxurious entertainments, including machine games to help normalize the appearance of gambling and drive growth. They are also increasingly offering beautiful female dealers to those who "would much rather lose

billions to a lovely smile" (Enarson, 1993; Assouly, 2020). Women working in the casino industry experience patriarchy within and outside of the workplace. In certain parts of the World such as more religious countries, the honour of a man depends on the respectability of his women (wife, daughter, sister) (Tucker & Boonabaana, 2011). Women's social status and respectability is 'family honour'. That is further linked to a woman's sexuality. Working as a sexualized labour pose a question for women's' respectability and thus families' honour in the community

2.4 Erotic Capital

Another concept which is often linked with the casino industry is erotic capital. The phrase "erotic capital" was coined by the British sociologist Catherine Hakim (2010). This notion was characterized as a distinct from and was based on the notions of economic, cultural, and social capital developed by French sociologist Pierre Bourdieu. Hakim (2010) defined erotic capital as the social power an individual have due to their sexual attractiveness and-or social charm. Erotic capital indicates the potential merit of a person's sexual goods. Hakim pointed out that since sexual capital is irrespective of class origin, it allows for social mobility. Therefore, it can become socially disruptive, resulting in dominating power structures depreciating and seeking to control it. When Catherine Hakim coined the term "erotic capital", many were opposed to it. They argued that people should not market themselves or be more advantageous than people with the same abilities due to their appearance. But Hakim (2010) claimed that nature has an order, and we are instinctively adept at perceiving things. Others also studied this topic. One research which examined the characteristics shared by African American female CEOs found aesthetic perception to being an important factor. They found that perceived warmer physical features and behavioural attributes might favour black CEOs and operate as disarming devices within the social

hierarchy (Beckwith, et al., 2016). Duke University' made research called "A Corporate Beauty Contest," in which 2,000 people rated the facial characteristics of CEOs (Graham et al., 2017). They discovered that mature-appearing Caucasian men were assessed to be stronger. Hamermesh (2001) of Yale University did research titled "Beauty in the Labour Market." He discovered that persons with above-average looks often obtained pay raises of five percent or more, while less beautiful people suffered a wage penalty of up to nine percent more. Further, Hamermesh (2001) found that handsome men earned nine percent more than ugly men, while attractive women earned four percent more than unattractive women. However, according to research on physical attractiveness bias in hiring, beauty can lead to discrimination when women seek positions traditionally held by males (Shahani-Denning, 2003). Whereas aesthetically appealing guys were not found to be discriminated against. Thus, this was solely true for female (Stefanie, 2010). Other research also showed that being handsome was particularly damaging to women in various occupations. According to Wargo (2011) in this world, you're better off being good-looking since people feel that decent-looking and attractive people are smarter or superior. In different research participants were given photos of attractive and unattractive faces. Results showed that just in 13 milliseconds they judge the faces' attractiveness (Olson & Marshuetz, 2005). Employers also regard attractive individuals as better employees. In research, it is found that employers viewing photographs of potential employees were inclined to increase salaries by nearly eleven percent to attractive people (Mobius, 2006). To determine whether or not physical beauty plays a factor in unconscious productivity, beauty tin relation to grades in college courses was evaluated (Hernández & Peters, 2017). Determinants were varied using two sets of students: those whose looks were immediately inspected by teachers and those whose looks were not. According to the

research, beautiful female students outperformed unattractive ones in terms of grades (Hernández & Peters, 2017). What is interesting is that although erotic capital is a term that can be used not only for women but also for men, we often see this term in articles written about women. Research on perceptions of casino dealers towards organizational justice in 2018 showed that inequality as well as injustices were much stronger between male dealers, and they also faced more distributive and procedural injustice. Further, their research found that female dealers perceive more interactional injustice than male dealers (Wan & Chan, 2018). Although this study does not include the attractiveness or appearance of individuals, it underlines the problems that men experience compared to women due to sexist approaches. As the above results show being “attractive” and “presentable” employee are often linked with being successful. Thus, often employees with erotic capital, that is, outwardly attractive employees, are taught to be more successful. Many personnel that work one-on-one with visitors, such as public relations, sales marketing, and card game employees, might benefit or suffer as a result of this challenge. Research done by Abubakar et al., (2018) confirmed that erotic capital can have both good and bad organizational outcomes. This study is quite relevant to our study; hence it also focused on North Cyprus.

2.4.1 Erotic Capital and Favouritism

Erotic capital is often linked with the concept of favouritism. Women who rise faster than others in business life by using their attractiveness and other advantages of this started to have a place in feminist studies today. However, despite its relevance in the business, very little is understood about the impacts of favouritism on organizational dynamics (Dağlı, & Akyol 2019). According to Oxford Learners Dictionaries (2021), favouritism is the act of unfairly treating one person better than others because you like them better. Favouritism is actually coming from a latin word favere, and it really

means to show compassion towards a specific person or thing. Favouritism in the business happens when someone (generally a manager or a supervisor) treats one worker preferentially over all other workers for things unrelated to performance. Favouritism can be the result of nepotism, cronyism or sexual relationships. What we are interested in here is its link to erotic capital and its impacts on the employees. As mentioned above, erotic capital can be linked with favouritism. Research on physical attractiveness and managerial favouritism in the hotel industry in North Cyprus showed a clear link between favouritism and erotic capital. Erotic capital, which can lead to using one's looks for the person's advantage, can manifest favouritism (Abubakara et al., 2019). This is a form of misbehaviour. Since favouritism is seen to be connected to workplace misbehaviour, it is vital to investigate this problem (Fu, 2015). In 2017, a study was also conducted with frontline personnel at hotels in North Cyprus to determine the influence of favouritism and nepotism, managerial personal abuse, and job pull-out (Abubakar et al., 2017). The results of this research showed that favouritism, seen as a form of managerial incivility and partiality, drained employees' mental energy. According to the results, more favouritism between the workers, the higher the degree of cynicism that occurred. Favouritism sends an undesirable message to employees that the business is careless about their human capital and the result of this is a unequal wage distribution, promotions, and other things. The result of this was that workers were more willing to conduct job pull-out action (Abubakar et al., 2017). Researchers also found a correlation between management- caused stresses and intention to quit (Kao, 2014). Research also shows that women's reactions to injustices, like favouritism, may be more passive than men's (Magley, 2010). Employees commonly believe that supervisors are still unable to conduct credible performance assessment procedures due to bias, unfair treatment, and

subjectivity (Namazie, 2007). However, favouritism can also create problems for the favoured person. According to Knight (2021) being the favoured employee, is not a positive thing. She argued that “being your boss's favourite has upsides. However, there are certain disadvantages: Your teammates may reject you, which is bad for team morale. How do you persuade your boss to treat everyone equally if you're his or her pet? How can you respond to favouritism without appearing ungrateful or jeopardizing your relationship?” (Knight 2021).

2.5 Sexual Harassment in the Casinos

Sexual harassment in the hospitality and tourism industry is a major problem for women working in this sector. According to Winter and Papathanassis (2020), workplace culture can be an important predictor of sexual harassment. Morgan and Pritchard also highlighted how hospitality workplace is portrayed, packaged, and sold, creating a sexual atmosphere, and putting female employees in danger.

2.5.1 Definition of Sexual Harassment

According to Womenwatch, which is a joint United Nations project created in March 1997, sexual harassment is defined as undesired sexual behaviour, requests for sexual services, and other sexually motivated abusive language or behaviour that is used to influence these people's employment decisions, or when such behaviour is intended or has an unfavourable effect on work performance in a horrible, hostile manner or a hostile work environment (Padmini, 2017). Further, sexual harassment can also be characterized with unwelcome sexual gaze or gesture, maybe a minor sexual touch, jokes or sex/gender inquiries or tales, sexual comments about clothes, anatomy, or attractiveness, sexual comments, referring to an adult as a kid, calling names such as lovely boy, darling, and many other things (McLaughlin, et al., 2013). However, it should be also pointed out that sexual harassment is subjective. In March 2021, the

UN Women APPG conducted a study which found that women's views regarding reporting cases of sexual harassment are inextricably tied to their definition of sexual harassment (UN Women, 2021). Some workers are unsure of what constitutes sexual harassment in the workplace. Some might believe that kissing a co-worker on the cheek or complementing their beauty is the basis for a sexual harassment case. Whereas some employees think that such actions are just friendly and nothing more. Sometimes it is difficult for workers to decide when innocuous 'jokes' grow inappropriate in the business, and when does it become tolerable? Sometimes in a casual work environment, a flirtatious workplace culture that embraces an employee's distinctive but inappropriate behaviour is seen as acceptable by some whereas others may be insulted and feel awkward, and thus can be viewed as a form of sexual harassment. As pointed out by Poulson (2007) the line between acceptable and harassing behaviour remains hazy. Sexual harassment from co-workers may be difficult to detect. Rather than being a forceful, assertive harassment at work from male bosses, it might be an asexual remark at a conference or even a suggestive Facebook or text message from a colleague (Vagianos, 2015). Teams in the entertainment sector that work together for long hours can extend their work ethic after a while, and the dialogues are loosened in a way that decreases job stress. While this decreases professionalism, it also lessens the tension of personnel who are stressed by working face-to-face with customers. However, the easy-going mood that has become ingrained in the company culture over time opens the door to sexual assault and permits such problems to occur. An employee from Sydney, Australia, described the experience like most women. She said “whenever women serve in a bar, the server's appearance must be extremely good, which comes with an outcome like customers trying to flirt every single day. There are individuals around you who will subject you

to public harassment and physical violence, as well as general disdain and concepts you don't comprehend like males do” (McColl, 2017). Staff's comments about a guest's personal affairs among themselves eventually involve the boss of that team in these jokes, and with time, the professionalism fades, producing a cordial atmosphere between the managers and their employees. While this connection can be advantageous to the team, it can also have negative implications if the employees' regard for one another is harmed for whatever reason. Workplace sexual harassment in hospitality workplaces is poorly understood, but many women experience it. A variety of factors also caused it, and it influenced both organizations and people (Worke, 2021). Casinos in North Cyprus, in particular, like to provide nearly everything to their regular customers who play a lot of games. In such an environment, it is pretty likely that the long-established manager-employee relationship would be misused.

2.5.2 Prevalence of Sexual Harassment

Sexual harassment can take place anywhere (McGinley, 2007) from the casino floors to the offices (Stone, 2011). A study carried out by the culinary and bartender unions that are members of Unite Here (an international labour organization that covers service and hospitality employees) showed sexual harassment is a real problem for women working in the casino industry (unitehere.org, 2021). According to this research more than ten thousand casino employees, 59% percent of Las Vegas waiters and 27% of cleaners reported they had been sexually harassed in the workplace by visitors, supervisors. Findings also showed that 77% of the casino personnel have been sexually harassed by a visitor. 49% of the housekeepers have experienced a guest which expose themselves, flash them, or simply opened door without clothes to sexually harass them. 65% of the casino waiters complained that a visitor groped,

pinched, grabbed, or tried to touch them in an unpleasant way. Other research also pointed out the prevalence of sexual harassment in the hospitality industry. Curran (2021) reported that 77% of employees reporting verbal abuse occasionally/often, 64% psychological abuse, and 15% physical assault. Half of those polled encountered harassment, including a terrible series of sexual references, degrading duties, physical abuse, rudeness, victimization, racial remarks, jokes, denigrating of new workers, and insulting comments regarding appearance. The Association of Flight Attendants, the organization that represents American cabin staff, has also revealed the extent of sexual harassment among cabin crew in a 2018 study of 3,500 flight attendants from twenty-nine airlines. According to this report, 33% of personnel had suffered verbal sexual harassment and 20% have experienced physical sexual harassment from passengers in the last year (Morgan & Pritchard, 2018). A recent poll on 2,235 full-time and part-time women employees discovered that one in every three women had encountered sexual harassment in the workplace at some point in life and that the restaurant and hospitality industries were the worst (The Economist, 2018). However, the prevalence of sexual harassment thought to be higher since often it is not reported. Morgan and Pritchard (2018) found that this behaviour has been tolerated since flight attendants seldom speak out about it; just seven percent of those who suffered abuse reported it to their employers. According to a UNITE HERE Local 1 research on Chicagoland hotels and casinos, women who are subjected to sexual harassment did not come forward to report it. Only 33% of workers interviewed claimed to report the abuse by a guest to their supervisor or management. Harvard Business Review says that approximately 58 percent of women who are harassed at work do not register a report (Hart et al., 2018). The most prevalent reasons for not reporting were a sense that problem won't be solved if it goes to the higher management. Employees also said

they don't or just occasionally report a guest's harassment. Also, 43% reported that they knew women which reported a sexual assault but unfortunately nothing really gets solved. Of the casino employees polled who said they never or just sometimes report a guest's harassment, 24% said they believe there is nothing they or anyone else can do about it (Unite Here Local 1, 2016). Some of these women who claimed that they decided not to report sexual harassment did so because it "feels normal" or they had gotten "tolerant" to it due to the frequency and prevalence of improper visitor conduct (Perez-Larrazabal et al., 28 July 2019). This is rather worrying since sexual abuse is not only illegal but also unethical behaviour and it is dangerous if society turns a blind eye to this or gets used to it over time. It should be also noted that the sexual harassment is often underestimated. According to a survey done in European countries showed that both genders underestimate incidence of sexual harassment (The Guardian newspaper, 2018). Men are more likely to do so than women since males vastly underestimate the degree of sexual harassment faced by women. According to the findings, males have greater thresholds of perception of harassment, which means that they see sexually explicit activities in the workplace, as less sexual harassment than women. Another interesting statement is that while female workers are aware that male employees feel less assault, male employees are unaware that female employees are more vulnerable to harassment. This is important in terms of potential misunderstandings between men and women in business life. Another research found that sexism influences men's and women's perceptions of sexual harassment (O'Connor, 2004). According to the study's findings, there are direct links between the gender of the evaluator and also the ability to make empathy with the victim, as well as, between the ability to sympathize with the victim and the perception of sexual harassment. Basically, men are not able to put themselves in the shoes of women.

Thus, females shown to be more sensitive than males in the evaluation of sexual harassment cases. The status of the harasser is also a factor when defining sexual harassment. When the perpetrator (harasser) has a higher status than the victim the conduct is seen as sexual harassment (Bremer, Moore, & Bildersee, 1991; Lafontaine & Tredeau, 1990).

2.5.3 Causes of Harassment

Sexual harassment in workplaces may have a variety of causes. Although, sexual desire can be a source to harassment, more often it is linked with people or groups of abusers who strive to establish their masculinity both to themselves and others. In other words, it is linked with power imbalances (Merkin, 2012). Catherine MacKinnon (1946) was the first person to link sexual harassment and discrimination. She explained how females are more likely to be in low-level roles, relying on the approval and goodwill of male superiors for hiring, retention, and progress. MacKinnon also added that these issues happen largely when women occupy inferior job positions and job role. This might explain why in cases of sexual bribery/intimidation harassment, the abuser generally has a greater social rank (MacKinnon (1946)). In many situations, high-ranking officers abuse their authority to harass and threaten subordinates sexually. According to researchers, sexual harassment is frequently associated with discrimination and equality, since the majority of victims of sexual harassment are women in lower-level jobs (Madera et al., 2018). Victims are frequently pressured into light sexual actions such as accepting a flirty joke because they are promised professional privileges or fear losing their career if they fail to comply with their bosses. Abuse of authority can result in an unethical office culture, a violation of the fairness of the interpersonal interaction between managers and employees (Eschleman, 2014). Unfortunately, there are other factor which has nothing to do with the causes

of sexual harassment are linked to the causes of sexual harassment. According to a survey conducted in Turkey, 19% of women and nearly twice as many men (36%) believed that clothes can be a role in the question of whether a woman's outfit will influence harassment. These are significant percentages that rationalize the harassing conduct with the victim woman's behaviour (Aydemir, 2019). Although not a reason, an organization's tolerance for sexual harassment, is also a powerful predictor of victim susceptibility and tolerance to sexual harassment (Ford, 2020).

2.5.4 Impacts of Harassment

There are many consequences of sexual harassment on women who are sexually harassed. When Fitzgerald and Wasti (2002) investigated the consequences of sexual harassment in 1997 and 2000, they discovered that experiences of sexual harassment decreased, women's job satisfaction, deteriorated their general health status (e.g., they developed headache, shortness of breath, sleep disorders), and deteriorated their psychological health (e.g., caused depression, anxiety disorders, post-traumatic stress disorder, decreased life satisfaction). Psychological health degradation influenced overall health, whereas general health deterioration affected disengagement from duty. Job dissatisfaction was linked to dismissal (for example, taking extended breaks, leaving work early, skipping meetings) and intention to quit. Also, it's important to add that sexual harassment and assault significantly increases anxiety, despair, and stress, which leads to decreased productivity of the organisation (Baba et al., 1998). Ineson (2013) also found that sexual harassment can also lead to poor job performance, a lack of commitment at work, employee fatigue, depression, and even their families getting ruin (Ineson, 2013). Which we did know even just common sense since these are traumatic situations.

2.5.5 Consequences of Harassment on Harassers

Report after report showed that there are very little consequences of sexual harassment on the harasser. According to UNITE HERE Local 1, hospitality employees which report this abuse to their manager are often didn't get a proper outcome. Report showed that only 38% of women were happy with the management's reaction. Another research on female employees (women polled by ABC news) showed that 95% of assaulters remain unpunished (Langer, G. 2017). That is a very troubling figure because it demonstrates how the environment in most firms generally supports abusers rather than victims. According to Topping's article about on The Guardian on Wed 10 Mar 2021, most women who are victims of sexual harassment do not complain because they do not have confidence that the harassment will indeed be addressed (The Guardian, 2021). According to TUC/Everyday Sexism data, fifty two percent of women have suffered sexual harassment at work. More interestingly of the one in five who have addressed it, three-quarters said nothing has changed, while 16 percent said they have been treated worse consequently (TUC/Everyday Sexism 2016). Regina Garcia Cano wrote a good article on this topic in 2018. She added a casino employee's experience to it. Here I quote: "Years ago, a high roller gambler asked me to give him a kiss for luck," recalled Deborah Jeffries, a cocktail waitress at a Las Vegas Strip casino. "He grabbed me around the neck with both hands, I tried to pull back, and to make a long tale short, he caused irreversible nerve damage." The waitress also stated that she filed a report with the corporation, but the gambler was still permitted to enter the casino until she filed a complaint with federal authorities about the incident (G. Cano 2018). Ro (2021) reported that some individuals who have experienced sexual harassment do not feel safe coming out until they have reached a certain degree of security. Whatever the origin of workplace sexual harassment the repercussions are

the same in nearly every country. Another interesting research showed that one of the consequences to the complaints of sexual harassment was retaliation. According to a study issued by the United States Equal Employment Opportunity Commission (EEOC) in 2020, 55.8 percent of the problems reported were connected to retaliation upon reporting a sexual harassment event. This retaliation can take variety of forms, such as a punishment, isolation from work activities, or an undesirable transfer (United States Equal Employment Opportunity Commission (EEOC), 2020).

2.5.6 Responses to Sexual Harassment

It is not surprising that various research show that many victims of harassment do not report the harassment or confront the harasser (Leskinen et al., 2011). According to National Sexual Violence Resource Centre report workplace harassment is widespread, yet it is hardly reported. According to workplace harassment data, about nearly all of victims don't really register a complaint or prosecute charges. Alarmingly, many victims would not even discuss it with the colleagues or supervisors. Rather, they choose to resign or apply for a different firm. According to the Equal Employment Opportunity Commission (2020), common workplace reactions to sex-based harassment include avoiding the harasser (33% to 75%), denying, or downplaying the seriousness of the issue (54% to 73%), or attempting to ignore, forget, or tolerate the conduct (44 percent to 70 percent). According to a BBC poll of 2,000 people conducted in 2017, most victims of sexual harassment did not report the offense. Well over 50 per cent of all sufferers stayed silent, whether as they were afraid of being punished or just because the abuse was misinterpreted as a sense of humour (BBC, 2017). According to a 2018 Harvard study, white women with complete citizenship rights identify more comfortably with current legal definitions of sexual harassment and believe that they have the right to report such harassment. Black women on the

other hand are concerned with interracial sexual harassment and doubt whether the word sexual harassment adequately describes their encounters (Welsh, 2006). Research also shows that when complaining about sexual harassment, most victims do not mention words like sexual assault since they are afraid of setbacks or inactivity. Instead, they do utilize alternate techniques that appear proactive or confident, including requesting unofficial counselling and even campaigning for "settlement of problems". They often think of it as "These are just small parts of organizational life". But unfortunately, these do influence the tolerance to sexual assault and other unpleasant and discriminatory behaviours (McDonald et al, 2011). Many workers have had their concerns overlooked, or victims have been penalized for reporting harassment or other abuses (Bjørkelo, 2013). It should be also noted that in some parts of the world, such as southern and eastern European countries (including Cyprus), violence and sexual harassment are widely perceived as taboo subjects reinforced by gender prejudices and stereotypes (Giaccone, 2015). Furthermore, many nations still don't have any legal protection systems protect individuals from sexual harassment in workplace.

2.5.7 Policies and Procedures Problems Regarding Sexual Harassment

Workplace policies contain legal language to ensure compliance with the law, which can be difficult for employees to grasp completely. Once policies and procedures are not clearly indicated and discussed on a regular basis, the regulations seem to be more likely to be violated. Cooper, et al., (2021) pointed out that businesses must have rules in place that clarify right behaviour, do have a "zero-tolerance" policy and have documented rules of conduct for sexual harassment. They argued that failing to analyse the situation quickly and thoroughly is one of the policy errors that arise in harassment situations. Often when an employer receives a complaint of sexual harassment, the

accusation is investigated in a timely way and/or by an internal resource who is inexperienced or inadequate to the position. Typically, these issues arise because the employer's limited resources are already pushed low, and the investigation of the harassment accusation is not given a good enough priority (Miller, 2000). Another typical policy or procedure problem is neglecting to examine verbal complaints since 'Policy' requires a written one. Organizations may have harassment monitoring systems in place that require a written report from the complaining employee. Any verbal complaint sufficient to tell a manager of evidence suggesting a harassment occurrence, on the other hand, is required to trigger the employer's responsibility to investigate and take significant steps (Deepti. 2019). An additional issue with company policies is failing to manage confidentiality issues effectively. It is not uncommon for a reporting worker to request anonymity, but an organization claiming that they cannot guarantee total discretion to a complainant while still fulfilling its commitment to conduct a thorough and impartial investigation. Furthermore, even when strict anonymity is not pledged to the complainant, companies commonly fall into the trap of providing so very few evidence with the accused, restricting him or her of a reasonable opportunity to react, undermining both the justice and the effectiveness of the investigation (Ware, 2021). According to Henderson (2016) another issue with company procedures is that they frequently fail to protect the victim against revenge. The period after a current employee's complaint of harassment or discrimination is one of the most dangerous positions in which an employer might find herself. This not only adds to the stress in the workplace but also raises the possibility of actual or imagined revenge against the complaint. However, in these situations, a manager would frequently reprimand the complaining employee or take other actions against her that she considers to be averse to her interests without first consulting Human Resources.

Of course, regardless of the real objectives of the manager in the issue, the timeline alone offers the employee a valid claim of retribution (Henderson, 2016). Segal and Lewis (2017) point out that what it is crucial there is to define what kind of conduct might be considered as sexual harassment. Organizations should carefully teach their management and staff and communicate with advisors when problems arise to minimize errors. Also, employees should not be reluctant to report a boss's sexual harassment to human resources. They must understand that the company is ready and willing to defend the employee. To do so, they must first understand their rights, which can only be accomplished through proper human resource management and training (Segal & Lewis, 2017). Crossman and Hawthorne (2021) argue that policies and procedures must be inspected to ensure that the rules are clear and that firms have the resources necessary to respond to any complaints of inappropriate activity. They claim that what is also important is giving lessons and mentoring, particularly in the hotel business where employees are subjected to high levels of stress (Crossman & Hawthorne, 2021). This research was on casino workers and the results showed 77 percent of personnel being sexually harassed by a visitor. The problem of sexual abuse of tourism employees, which has been going on for years, has been tried to be solved in many ways. The Gaming Control Board of America suggested criteria for sexual harassment S. H. rules and procedures in 2018. A gaming control board (GCB) is a government entity responsible for regulating casinos and other sorts of gambling in a certain geographical region, generally a state, as well as enforcing gaming legislation in general. A declaration emphasizing that the company is devoted to diversity, fairness, and respect, as well as that S. H. or workplace discrimination will not be accepted, should be included in the regulations. A Philadelphia company has

developed a wearable panic button to safeguard hotel staff from sexual assault. New Jersey was the first state to compel workers to wear panic buttons (Schaefer, 2020).

2.6 Gender Disparity

Gender disparity is defined as inequality based on gender that results in one gender being consistently favoured or valued over the other. In many parts of the world, women are still looked at as less worthy than men. Many people looked at this gender disparity in detail, and we can see that nowadays, things are changing. But unfortunately, it is still not enough. According to United Nations Population Fund, about 1 in 3 girls in the developing world are married before age 18, and millions of girls are forced to arrange marriages before the age of 15 (UNICEF, 2015). This is significantly more widespread in developing countries since poverty is one of the key motivators. According to UNICEF.org, Prior to the COVID-19 epidemic, over 100 million girls were anticipated to marry even before the age of eighteen in the coming years. As a result of the epidemic, up to 10 million additional girls would be in danger of becoming child brides (UNICEF, 2015). 65 million girls are denied school and education. These statistics alone demonstrate the extent of the suffering endured by women throughout the world. All these women who are denied the opportunity to get an education, who are coerced into marriage, and who live under familial pressure have been robbed of the possibility to live independently in the future. When the capacity of one-third of all females in underdeveloped countries is impeded, everyone suffers. The absence of their entire potential is immeasurable, affecting all nations and professions on the planet. Almost every human rights convention prohibits gender discrimination. This covers worldwide legislation establishing equal gender rights for men and women, as well as those devoted exclusively to the fulfilment of women's rights: gender bias and start in childhood. Girls and boys confront differential gender

norms about responsibilities and access to information and possibilities from birth, with lifetime effects such as inside their families, organizations, and society. (UNICEF, 2018). Schooling, for example, which is imposed on males, as well as getting a job or starting a business, are examples of this. In this way, men will fulfil their responsibilities to the woman they would marry in the future. Girls, on the other hand, grow up with responsibilities such as cleaning, cooking, and eventually establishing a family. When children raised in this manner get together, their social awareness is formed accordingly, and their belief that this is accurate increases. As a result, we are not shocked that only woman are cooking and cleaning in marriages today. We should have been shocked, though since marriage represents equality. One in every three women in the world has been subjected to physical or sexual violence at some point in their lives, most of the time from their partners. Maternal sex selection, female genital mutilation, forced prostitution, rape, and honour killings are all examples of this violence. But there is more to this because discrimination is not only about the numbers and titles. Equality for women is an essential basis for a healthy, successful, and bright future. All wins when women are given the ability to manage their own existences, speak their thoughts, and shape their own destinies. Supporting gender equality will have far impacts as well;

- According to the Partnership for Maternal, Newborn, and Child Health, “every dollar invested on women's and children's health may provide a \$20 return” (PMNCH, 2018).
- According to UN Women, a girl's future earnings will improve by up to 20% for every year she remains in school. It also promotes girls to marry later, have fewer children, and is less likely to expose them to violence (UN Women, 2019).

- According to the McKinsey Global Institute, advancing women's equality may add up to \$28 trillion to global yearly growth by 2025 (McKinsey Global Institute, 2015).
- Women represent around 43 percent of the agricultural labour force in developing nations overall. Data shows that only if these women had equal control over resources as males, they might raise farm yields by 20 to 30%, improving overall agricultural production in these nations by 2.5 to 4%. It could cut the amount of starving humans on the earth by 12 to 17% (UN Women, 2013).

We do not see the gender difference only in education, social and family pressure, or violence. Despite social and economic shifts and strong initiatives to oppose women's oppression, statistics reveal that gender disparities and inequality continue. Today, there is still a significant gender disparity in women's decision-making and leadership in organizations. Women are still paid just approximately 80% of what males are paid for full-time employment. Even though both spouses are earning money, women try to handle more housework and care for their children compared to men. Sociologists, as well as other researchers have accumulated a large body of data demonstrating that stereotypes and beliefs about men and women impact ordinary human interactions as well as gender disparities in employment, income, power, and household duties. As an example of stereotyping, males are perceived to be more dominant and women to be much more social in nature. In the workplace, this may easily lead to individuals expecting and deferring to males in positions of authority and looking to women to carry out ordinary group maintenance activities. We may better comprehend why gender disparities are just so tough to change if we appreciate how strong daily gender stereotypes are affecting ongoing social connections in all areas. Sexual equality yet to be achieved.

2.7 Women at Work

Work is highly gender such that there is a clear horizontal and vertical segregation of genders. Not only is there a gender pay gap (Fleming, 2015) with women and men employed in gender specific occupations, but there are also concerns about the quality of employment opportunities available to women working in the tourism sector (Munoz-Bullon, 2009). Additionally, in tourism enterprises, women are often unable to grow in professional environments and are relegated to low-income and low-skill positions that are considered extensions of their family roles, such as housekeeping (Çiçek et al., 2017).

2.7.1 Turkish Women at Work

Nursing was the first sector in which Turkish women were engaged throughout the Ottoman Empire. Wars towards the end of the nineteenth and beginning of the twentieth centuries prompted men to march to the front, and women, to be recruited into the army as nurses (Açkaln, 2000). Even now, large disparities in labour force participation rates between men and women persist both globally and in Turkish communities (Balgamş, 2007). Today, despite having significant skill levels in areas of knowledge, experience, and professionalism, women are still less likely than males to be promoted to management roles. Looking at the relevant statistics from Turkey shows us that although women made up 36.93 percent of all public personnel in 2014, when top bureaucrats are examined, this rate has dropped to 9.27 percent (Turkey Public Personnel Statistics, 2015). Gender equality or gender justice in business, like in many fields, is a frequent subject addressed in the national and international arenas today. Despite the latest studies and regulations, women have not achieved the status they deserve; they are more prominent in society as "mother" and "wife." While women strive to fulfil the conventional wife and mother responsibilities allocated to

them by society, they also shoulder double the duty of competing with their male counterparts in their professional life (Beduk, 2005). Women's labour-force involvement has helped them to achieve economic independence. However, the disparity between men and women in the professional sector continues to astound. The notion that undereducated women and their inability to gain preparatory schooling for jobs that require qualifications, the fact that women cannot involve in certain jobs, the discipline of achieving high wages for female work, and the termination of marriage and childbirth are such double factors in business. Even during a crisis, married women are fired before males, women are barred from specific jobs due to labour rules, and discrimination between men and women in trade unions, as well as under-representation of women in managerial positions, are still getting prioritized (Dalkranolu, 2006). Although there are many obstacles that women face in the workplace, the most seen are inequalities in education, inequalities in employment and promotion, inequalities in wages, and inequalities in obtaining social rights.

2.7.2 Turkish Cypriot Women Working in Tourism Industry

Traditionally, due to lack of educational and economic opportunities and cultural constraints concerning “respectability”, very few Turkish Cypriot women worked outside the home before the 1970’s (Scott, 1997). However, since than tourism has been one industry where women may easily find work. Women work in a wide variety of professions in tourism, including cleaners, servers, bartenders, card dealing employee, receptionists, secretaries, travel agents, merchants, managers etc. Women's selections in hospitality employment are affected by both their specific credentials and experience, as well as the socio-cultural effects for women in general (Scott, 2012). Tourism significantly relies on women's traditional domestic abilities (Castelberg-Koulma 1991); nevertheless, in the absence of educational credentials or the finances

to start their own enterprises, women's domestic expertise tends to convert into unskilled and generally low-paying occupations (Çiçek, et al., 2017). Cleaning and cooking are the most commonly available employment for untrained women, notably since women encounter less competition from males for these positions. However, the rise of women's higher education has enhanced women's aspirations. High school and university degree holders now plan on working in white-collar job positions. While such positions were previously limited to financial services or government facilities, tourism is progressively becoming a source of white-collar recruitment (Scott, 2012). Many women getting employment in the accounting and business or administration offices of large hotels. However, the existence of conventional gender roles and the notion symbolized by 'reputation' can cause problems for women working in the hospitality industry. In her book, Scott (2012) mentions that one lady, now a cleaning supervisor at a famous hotel, stated that her family opposed her when she began working in hotels 20 years ago, insisting on her elder brother picking her up from work every day. Scott (2012) also explained how being out late with foreigners, and especially providing them beverages, might make a woman the target of gossip and jeopardize the reputations of both herself and the males in the family. Today, certain vocations in tourism still cause family concerns - in particular, bartending and serving (Morvaridi, 1993). Women working in the casino industry, especially dealers, are another example of this. Although, the existence of a migrant female workforce has permitted for the majority of these roles to be fulfilled by 'outside the community' (Scott, 2012) local women who take up a job in the casino industry do so in danger of their reputation being questioned. Young, single women can occasionally resist family challenges to taking some sorts of jobs, but spouse criticisms, especially when coupled with household and childcare responsibilities, are typically more difficult to handle.

2.8 North Cyprus Casino Industry

Northern Cyprus casinos play a significant role in the island's entertainment business. Even though North Cyprus had a significant part of the country's tourist lodgings in the early years following the island's separation in 1974, the tourism business in the north was not very successful. The Turkish Republic of Northern Cyprus (TRNC) might be the epitome of a remote place. Only Turkey recognizes this northern half of the island of Cyprus, which has been closed off from the world ever since the split in 1974. The reason behind this was an attempted coup by the military dictatorship in Athens to Cyprus and following military intervention by Turkey. These left Turkish Cypriots to be multiple times more reliant on Turkey, which serves as their entrance to the world, the primary source of aid and investment in the north, and the primary tourism market (Ekici & Caner, 2018). The ban on air travel from regions besides Turkey increased the price of travel for visitors, and as a result, it was limiting tourist demand. Therefore, the number of Turkish visitors started to grow in the nineties and the tourism industry become increasingly vital for the economy. Eventually, within the new century, the leisure business evolved into a "casino" industry, with larger and sophisticated hotels appearing with their casinos gradually displacing smaller vacation resorts. Hence it resulted in "visitors" coming to North Cyprus all the year instead of only during one season. When this occurred, casinos contributed a considerable share of employment to the sector. Since casinos were prohibited in Turkey in 1998, numerous investors have come to Northern Cyprus, and casino growth has begun in this manner. Northern Cyprus had 20 casinos open in 1999. All have been related to or placed inside hotels, vacation resorts, or any other tourism housing areas. Even though casinos have not increased significantly at this point in time, the quality and service provided by these casinos have. Currently, just four and five-star hotels are

permitted to host casinos, despite the fact that other hotel owners make up 85 percent of the hoteliers' organization memberships. Smaller businesses argue that the attention is being given to the casino business is drowning the marketplace. Right now, Northern Cyprus, with the exception of Turkey, is not politically recognized. Most investors that come here to engage in the tourist industry are from Turkey. The Turkish Republic of Northern Cyprus tourism destination is not well-known for mass tourism, which raises tourism costs on the island. Unfortunately, when the input costs (fuel, energy, manpower-employee, food, business, marketing, branding, and transportation) are included, the destination cost per bed creates a substantial disadvantage in this region (Esenyel, 2019). Our entertainment (casino) industry, which is one of the alternative tourism models, has been declining in recent years, owing to the Turkish market's migration to Balkan and Caucasian tourism locations (Bulgaria, Romania, and Georgia). One of the issues is that there are illegal virtual betting mafias who utilize Northern Cyprus as their base and generate billions of dollars in illegal profits from this activity in Turkey, with no contribution to the TRNC economy (Esenyel, 2020). The TRNC's connection to the casino sector, as well as the fact that it is known as "Casino Island" despite its many historical and cultural heritages, as well as the increasing brand value in higher education in recent years, elicited reactions from both tourism professionals and educational researchers over time. So much so that, in 2018, Cyprus Turkish Tourism and Travel Agencies Association (KITSAP) President Erkan Kilim stated, "There are Turkish people who come to gamble since there is no casino in Turkey. In this regard, travellers from various nations visit our country for poker tournaments. In a nutshell, casinos are a form of tourism. However, casino tourism should not be promoted this much.

2.9 Feminism

Although all feminists are interested in understanding why there is inequality between men and women and in general, not all feminists agree on where to go for the foundations of male dominance or how to combat it. There are conflicts when it comes to a feminists' goal. Regardless of the feminist's theoretical and epistemological standpoint, it is safe to assume that all feminists take a critical attitude on "women's concerns," and as one feminist put it, "the most characteristic element of feminist scientific work is its clear political nature and human rights." When it comes to feminism, social developments have played a significant influence in breaking down the old academic barriers between people and politics. We now understand that feminism is both a theory and a practice. Feminist researchers begin with a political commitment to provide meaningful information that will improve the lives of women via societal and personal transformations. The method chosen, study subject, and research problem by the researcher is always a political act, according to feminist writings. Feminist research is characterized as "woman-cantered" and "the change of patriarchy, concomitant empowerment of women" (Fonow & Cook, 1991). For some social scientists, there is no clear solution to the question of "What is feminist research?" Others were enthralled by these words, which heightened their knowledge of sophisticated literature. Feminist research, like community psychology, is determined by its ideals and methods (Mulvey, 1988). First, we outline the similarities and contrasts between the four major types of feminism: liberalism, radical socialist feminism, and womanism. Liberal feminism stresses the formation of relationships among all women - advocates for the equitable use of our society's resources. Liberal feminists push for reforms such as gender equality, equal pay for equal labour, and equal compensation for equal job possibilities; they feel that seeking true equality

necessitates fundamental social change mechanisms. The following principles underpin socialist feminism: the economy and class. They feel that our society's structure contains fundamental flaws that lead to greater forms of tyranny. Under the umbrella of Marxist philosophy, socialist feminists have generally prioritized classism over sexism. Within mid-1960s, there have been liberal feminists with a gender emphasis in the socialist movement. As a result, communist feminism gained popularity. Socialist feminists want to form coalitions with other humanist organizations that oppose the capitalist system. Radical feminism, on the other hand, stands apart. It is feminism because it addresses gender inequality and demands for the reconstruction of social systems. Although radical feminists accept that classism and racism intersect with sexism, let us suppose that the most fundamental type of inequality is the systematic marginalization of women. Womanism arose as a direct moral critique of feminism (liberal, radical, and socialist). This was designed by black feminists to investigate the interaction of race, gender, and class pressure. Walker (1984), said that Womanism embraces the structural analysis of Marxist and socialist feminisms, but highlights the variations in perceptions between women of various classes and racial/ethnic groups. As female academics helped raise awareness of the issue in the mid-1960s, it became obvious that there are some inconsistencies among what they are encountering as women and key research models, investigations, and results. Furthermore, several researchers, such as Dorothy Smith, have highlighted concerns about how many methodologies and ideas being taught do not apply to or go hand in hand with what women, particularly female students, are experiencing. Female research has found weaknesses in previous research's core ideas and methodologies over the years, which has led many female researchers to develop a new approach that

is impartial and can speak to both female students and researchers, which can also be observed in their everyday life activities (Wilkinson & Morton, 2007).

In a nutshell, we can say that feminism is a social and political movement that supports the idea of changing how everyone sees human rights and campaigning for equality. In other words, feminism is a primary inclination to put inequity on the table, as opposed to the concept of masculine hostility as society accepts. The concept of feminism wasn't just associated with women, but also with men, and it seeks to demonstrate genuine equality. A feminist is somebody who follows the ideologies of feminism. This idea of feminism began in the 18th century and still growing its roots to improve the political, educational, and economic system. I have also mentioned a great part about feminist research. In a nutshell, they focused on the experiences and feelings of women in their social settings. The oppressed position of a woman in a society, according to feminist academics, is opening up to a good understanding of society overall. Some also say that women have access to a more nuanced understanding of social reality than men because of their compositionally oppressed position by men. Although many people in the modern world recognize that categorization is outdated and is pushing us backward, there are still many countries that push women to be stay-at-home mothers, pay women less than men who are equally or more qualified for the job requirements and belittle women for supporting feminism.

Chapter 3

METHODOLOGY

The purpose of this chapter is to describe and explain the research process and the choices made while choosing a methodology, strategy, method, sampling and data analysis techniques. As explained before, this research was interested in female casino employees' personal experiences with sexualized labour, women's respectability, and gender disparity in TRNC casino business.

3.1 Methodology

For the purposes of this research qualitative methodology was chosen to conduct this research. The main reason for choosing qualitative research was because I was interested in gathering detail information from the perspective of the respondents. As Neuman (2014) pointed out qualitative inquiry seeks to discover and to describe, in detail and in depth, what particular people do in their everyday lives and what their actions mean to them.

3.2 Strategy

As a feminist researcher I was very much interested in examining women's rights, identify sexual oppression, and to actually come up with solutions to improve women's position at work and in society. Based on feminist principles, this was research done by a woman, for women and about women.

Feminist research focuses on the experiences of women in natural environment and aims to make women visible, raise their consciousness and empower them (Holloway and Wheeler, 2013). Thus, feminist research does not just report the experiences of

women, but it also has a political agenda to contribute to social change and improve women's lives. Working on these principles our main goal was to shed light on the problems of women, to be a steppingstone to future work by observing what kind of problems are experienced in this sector, to give voice to women working in North Cyprus tourism industry, to make their voices heard, and to examine the effects of gender differences in the workplace. Gender was the focus of analysis. As a feminist researcher I was very aware of the concept of reflexivity. In other words, I was very aware how researcher's disciplined self-reflection on how her identity or subjectivity influences her work and, in return, how doing research influences the self (Neuman, 2014). I felt that as a woman who was in a similar age of this woman who worked in the casino sector put me in a position to emphasize and understand these women.

3.3 Method

The data for this research was collected through semi structured interviews. We feel that semi structured interviews were the best method for gathering qualitative information since it allows the respondents to explain their experiences in detail from their own perspective. Further, since feminist research is grounded in feminist values and beliefs which seeks to include feminism within the process and focus on the meanings women give to their world, interviews were selected as the most appropriate approach to data collection. Due to the Covid 19 restrictions and data collection coinciding with the peak time of casinos (since it was New Year, many employees had double shifts) I was not able to interview respondents face-to-face. Instead, open ended questions were sent to the respondents, and they were asked to answer these questions in as much detail as possible. Once received the respondents' answers, if it felt necessary, I was able to clarify points and ask more questions to the respondents. I believe that more productive answers were received, as this gave women the chance

to review the questions and answer them thoughtfully in their own time. The interview protocol was divided into three sections, and there were 5 questions for each section.

These were questions regarding;

- Sexualized labour
- Women's respectability
- Gender disparity

We also asked 4 additional questions regarding personal information on their job experience, age, job satisfaction and their work department.

3.4 Sampling Technique

Identifying the respondents to be interviewed was done through purposive sampling techniques. Since I worked in the casino industry myself, it was not difficult to get in touch with other women who also worked or still working in the casino industry. Purposeful sampling gave me the opportunity to collect data from individuals who were "relevant to research questions" (Bryman, 2012, p. 418).

3.5 Sample

The island we live on is quite small and the residents frequently encounter each other and have some knowledge about one another. As a result, considerations like status, name, and reputation appear to be more significant in island countries than in other countries. Working in the casinos industry is still not an option open to many Turkish Cypriot due to the perceived respectability of the job. Thus just one of the 20 participants was a Turkish Cypriot. Four were foreign nationals from Romania, England, Russia and Turkmenistan. The remaining participants were tourism professionals who moved to the island from Turkey and have been working here for a long time. The question of why Cypriots do not desire to work in the casino industry

is one that may be investigated further. As a result, in total 20 women working in the casino industry were interviewed. Public relations, reception and sales and marketing department employees contributed to our work. Although we tried to present questions to other departments, they were not willing to answer. While there may be many reasons for this, our primary theory is that this research requires some degree of trust and people avoid telling their stories of sexual abuse to someone they do not know. Further, we could find only a few women who was working as a dealer to interview. Participants were selected from 5 different casinos in Northern Cyprus. The table below shows the demographic characteristics of the women who were interviewed.

Table 1: Demographic Characteristics of Respondents

Number	Work Department	Age	Years of Experience
Respondent 1	Public Relations	24	6
Respondent 2	Public Relations	36	3
Respondent 3	Public Relations	31	4
Respondent 4	Public Relations	24	5
Respondent 5	Dealer	33	3
Respondent 6	Marketing	37	14
Respondent 7	Marketing	30	9
Respondent 8	Public Relations	27	7
Respondent 9	Reception	25	2
Respondent 10	Public Relations	30	6
Respondent 11	Waitress	29	3
Respondent 12	Marketing	31	3

Respondent 13	Reception	31	4
Respondent 14	Public Relations	34	5
Respondent 15	Marketing	36	6
Respondent 16	Reception	25	2
Respondent 17	Junket	31	2
Respondent 18	Public Relations	30	8
Respondent 19	Public Relations	28	3
Respondent 20	Public Relations	32	4
Respondent 21	Casino General Manager	58	12
Respondent 22	Lawyer	29	3
Respondent 23	Lawyer	26	2

3.6 Data Analysis Technique

There are many forms of qualitative data analysis. For the purposes of this research, we used thematic analysis technique to analyse the data. Thematic analysis looks at patterns of meaning in qualitative data and groups them according to similarities – in other words, themes. These themes help us make sense of the content and derive meaning from it. To analyse the data, we followed themes, reviewing themes, defining, and naming themes, and writing up. First, we familiarized ourselves by reading and re-reading the interview transcripts. Once we were familiar with the data, we created codes by attaching labels to the section of text to index it as relating to a theme. Next, we look over the codes we have created to identify patterns among them. Through this process we were able to come up with themes and thus able to combine several codes

into a single theme. After this we went and reviewed our themes to see if these themes really represent our data. Once we had the final list of our themes we defined and named the themes by formulating exactly what we mean by each theme and coming up with an easily understandable name for each theme.

3.7 Ethical Concerns

Sincerity and trust are especially vital when discussing sexual assault, workplace victimization by superiors, and gender discrimination. These are not just themes that everyone can discuss comfortably, but they are also not ones that you discuss with just anyone. Thus, all of the respondents were given the assurance of confidentiality and anonymity. Also adhering ethical guidelines, the purpose of the research was explained to the respondents at the beginning of the list of the questions being send to them. The approval of the Ethics Committee of the University was also taken. But we suspect that such personal experiences could have been examined with face-to-face interviews.

3.9 Limitations

Employees of 8 of the casinos in Northern Cyprus could be reached, and participants could be recruited from the employees of only 5 of them. This narrowed the scope of the research. Due to the corona virus epidemic, face-to-face interviews were disrupted, so the survey of our research could not be conducted face-to-face, and therefore it was more difficult to support the sense of trust of the participants. In addition, although our research area benefits from pre-existing research, there is not enough knowledge base on the subject, and this has made our research difficult. Future research is important in terms of creating a knowledge pool. In addition, women avoided sharing the depth of their problems, and some attempted to hide some of their bad experiences. In future a larger participant number can add more to the study.

Chapter 4

DATA ANALYSIS

The participants explained in detail the problems they experienced in the Northern Cyprus casino sector and shared their thoughts freely. The main questions were related to respectability, gender discrimination, and sexual harassment.

4.1 Findings

When we examine the responses to the questions we provided on the respectability of women working in the Northern Cyprus casino business as a whole, we can see that responses to three of the five questions we posed is not favorable to women. Most of the participants gave negative answers to two of the 5 questions asked. Only 1 of the Women's Respectability questions was not accepted by most of the participants. That question was: "Have you ever received negative reactions from anyone because of your career choice?". 9 out of 20 people said that they received negative reactions from others to their career. 11 women said that they did not receive negative reactions from the public. Women working in the Northern Cyprus casino industry, according to the overall summary of Women's Respectability questions, are generally suffering in this area.

When we examine the responses to the questions we provided on Gender Disparity questions as a whole, we can see that most of the participants said that the management shows different approaches according to gender, that they have negative experiences in this profession because they are women, that men are more advantageous in this

profession and that they experience stress in this sector because of their gender. Only one of the questions was not accepted by most of the participants. Here is that question: “Do you think that your progress in your job is slower or more difficult than that experienced by men because of your gender?” While the majority of women, 9 of them said no, 8 of them said yes. The remaining three women stated that it is dependent on the top management. Based on this response, we believe that these three women have seen or heard of individuals who have advanced in their careers faster because the industry is dominated by males, but they have not encountered this in their current workplace. Looking at the questions of Gender Disparity, the participating women answered, as predicted, that there is gender discrimination in this industry.

When we examine the responses to the questions we provided on Sexualized Labor questions as a whole, we can see that all 5 questions received the expected answers. The participating women stated in this section of our research that age, gender, and marital status are important when they are recruited in the Northern Cyprus casino sector, that the appearance of the employees is important, that they know some of those who use their appearance to advance faster in their careers, that verbal or physical sexual harassment is seen from management, and that they have been also victims of these sexual harassment. We want to keep our lens a little bit narrower at this stage because we received the most relevant feedback from this part. Almost all women (19 women) agreed in this part that gender, age, and marital status, is significant in recruiting. Then again, almost all participants (18 women) agreed that beauty is important in the Northern Cyprus casino sector. Our most agreed-upon research questions are as follows: First reaction to their job by their close circle were negative, dealers respectability in TRNC community is low, there is difference in manager treatment according to genders, they had negative experiences because of their gender

in the sector, they had stress at work because of their gender, casinos do hire according to age, gender, marital status, there are people that use their looks to achieve more in their career and physical appearance has high importance in this sector. Almost all questions were a match to our study and women agreed to most of them except 2 questions. They were: There is more job progress difficulties for female employees and negative reactions to their job by society (not close circle). There was one question that many of the participants stayed neutral or said they don't know. According to these results, we believe that future research focusing on these points will be beneficial for the society and the casino employees.

When we look at the overall answers we can see that out of 15 questions only 2 were unexpected to our research. Which are:

- Have you ever received negative reactions from anyone because of your career choice?
- Do you think that your progress in your job is slower or more difficult than that experienced by men because of your gender?

One out of 15 questions 1 question received an unclear answer since most of the participants said that they are unsure of the answer. Which was:

- Do you think your career choice gives you respectability in society or reduces your respectability?

4.2 Interviews with Female Employees

4.2.1 Reactions to their Choice of Work

We wanted to know if women who wish to work in the Northern Cyprus casino industry face psychological pressure from their friends and family. The individual

avoids doing activities that they believe would cause them to be criticized, disapproved of, or humiliated by individuals they care about. The purpose of this inquiry was to see if women felt pressured to not work in this industry. According to the responses to the question, most women did not receive positive reactions from their surroundings when they entered the casino industry in Northern Cyprus, but rather experienced negative thoughts. In response to the research question, five women stated that they got positive support. It should be noted that two of these five women mentioned their relatives worked in the casino sector and that they supported their interest in working in a casino for that reason. The other two women who stated she received positive support said they were excited for her because they believed she would make good money in this industry. They explained;

“Nobody wanted me to work in this industry. However, because working at this profession while studying would greatly benefit me financially, I convinced them that it would not be an issue” (Respondent 11).

“I got a rather positive responses from my friends. Because working in a casino in Cyprus has a higher income compared to other sectors” (Respondent 8).

However, when we look at the overall results, we can conclude that the majority of the participants did not receive a favourable reaction or support from their family or friends when they decided to begin working in the Northern Cyprus casino sector. As participant 9 pointed out;

“At first, my parents were very sceptical of my new job in the casino. They were not sure it was a good idea. My mother came to meet the manager.”

Participant 8 also talked about the negative responses she had from her parents and husband:

“When I started working in the casino industry, some questions arose in my family's mind. However, when I explained that this job is a part of the tourism sector in Cyprus, they did not prevent me from working... When I first met my

husband, his reaction wasn't very good, he thought it was wrong for me to work there after we got married. I realized that the casino industry is a difficult working environment for a married woman, so I decided to quit and ended my career.”

There were also reactions from friends. Participant 13 said:

“I have received negative feedback from my friends questioning my choice of work in the casino.”

We were also interested to determine if women actively working in the Northern Cyprus casino business face negative societal reactions as a result of their work or not. What was essential for us here was society's perception of these women. We chose to include this question in order to learn how much the industry they work in costs women. The results showed that nearly half of the participants experienced a negative reaction from society; yet, by a narrow margin, the remaining 11 people claimed that they did not get a negative reaction from society as a result of their career choices. What we understand here is that these women, who were mostly worried by their family and friends, said that they did not receive a negative reaction from the rest of the society. Although we think that this is due to the fact that the casino sector in Northern Cyprus is advanced and known.

4.2.2 Respectability

The study was also interested in exploring women's thoughts on their career, how they believe society perceives them, and the impact of their employment on their respectability. This question received conflicting responses from women. Some women did not want to answer these questions and other pointed out that the definition of respect varies from person to person. 7 respondents believed that working in a casino lowers their respectability. Participant 1 explained;

“I think it reduces my respectability in society because of the stigma around casinos in North Cyprus being associated with prostitution.”

Participant 20 was very worried about her position in the society in the future. She said;

“I don't think I'm doing a respectable job. Even if I stay in this industry, I don't think I'll be able to hold a respected position in society.”

Interestingly 4 respondents believed that working in the casinos raised their respectability. As participant 4 said:

“I got more respect since I loved communicating with others, and I made a lot of new friends.”

Three of the neutral participants stated that in order to be respected, one must be a respectable person, and that respect is not tied to one's work but rather to one's genuine self. Based on these findings, we can conclude that the majority of women working in the casino industry in Northern Cyprus society felt that their profession was not respected, but believed that you can keep your self-respect. They claim that if you keep your self-respect, there would be no concern of being respected. In summary, there were two types of opinion. One, women should determine their own respect or that they are not believed to be doing a respectable profession by the society. We also interested in their views regarding how the customer view their respectability. We added the guests to the portrait with this inquiry. Thus, we included the family and friends with whom women form deep bonds, the society in which they live, and, in this case, the guests of the firm with which they conduct business. When these three factors are integrated, we may gain insight into the types of reactions women working at the Northern Cyprus casino receive from others and how this may affect them. Half

of the participants (10) said that consumers do not respect women casino employees. While this ratio is eye-catching, it is even more fascinating to discover that only two women stated that customers respect female employees. They mainly argued saying that “The answer to this question is dependent on the guest; some are very kind and respectful, while others make you feel worthless” (Respondent 3). The remaining eight participants answered, similarly to the issue concerning respect discussed above. Basically, they believed that respect is tied to how women carry themselves and that women who can draw the line of respect would be respected. This finding indicates that many of the participants assign responsibility to women. It's an interesting insight not to believe that respect comes naturally. We believe that investigating why women feel they need to behave differently or stand strong in order to be respected would be useful to Northern Cyprus society in the future. When we look at the overall findings of this question, we discover that the majority of women working in the casino business in Northern Cyprus believe they are not respected by the guests.

Further, some women claimed that management made this situation worse. As well as not opposing the behaviour of disrespectful behaviour of customers towards female casino employees, they even encouraged. As one of the respondents explained;

"I don't believe guests consider ladies working in this industry as respectable. Management doesn't mind it as well because of their commitment to these gambling customers. They can also pay for women's sexual services, and there is an unspoken agreement that it is OK to bribe a very wealthy client in order to keep them playing at the casino."

Respondent 19 further explained how the management view female casino employees:

“We are just objects to put on display... Objects that must attract customers thanks to their beautiful appearance and skimpy clothes”

Since the dealers work one-on-one with guests, we also wanted to know whether the dealers were treated respectfully. We felt this might also provide us with extra

information regarding the degree of the inter-departmental stress levels in the casino. The response to this question revealed that women working as dealers can be faced with more stress than women working in the other departments. The majority of the respondents believed that female dealers were not respected. As observed by respondent 14:

“I don't believe female dealers are respected at all. I've seen plenty of casino guests curse at them and think negatively of them. I've seen several dealers women weep in the restroom and then act like nothing happened, turn back to the game table to make money. This is psychological violence in its purest form.”

Another employee further explained:

“I think that women dealers are not respected because if a customer loses money, they will verbally attack the dealer including showing racism” (Respondent 7).

On the other hand, a respondent who worked as a dealer blamed other dealers saying that

“They certainly don't respect us, the majority think that we are easy women, this unfortunately because actually many girls let themselves be seduced by customers for the money” (Respondent 8).

5 women said that they are not sure, or they don't know because they don't work closely with that department and only 2 women said that dealers are respected in society. Looking at the total results, the fact that the dealers who are paid more than the public relations department are nonetheless less respected indicates that the problem is not connected to the hierarchical order. The reason for this could be due to a variety of factors, including the fact that the dealer women remain fixed at the game table; it is difficult for them to get up and go when they are uncomfortable; the clothes they wear; they must witness the stress experienced by the guests during the game; and they are carefully chosen based on their overall appearance. In addition, when the

guests look at the casino employees, the perception that the dealers are foreign and beautiful women can also be a factor in this regard. Although it is difficult to understand why dealers are less respected without detailed research on the subject, the results of our research clearly show us that dealer women are less respected than other female employees. However, what was very interesting was that four women felt that their respectability and social standing was increased due to working in this industry. Some of the women who stated that their respectability increased stated that it was difficult to work in this sector and that people respected them more because they were strong enough to achieve this as a woman. Others stated that their profession allowed them to meet many people, which in return increased their prestige.

4.2.3 Gender Disparity

We were very much interested to find out whether male and female employees in the North Cyprus casino sector are treated equally or more specifically whether there was a gender disparity at work. According to the replies, more than half of the participants believed that managers in the casino business discriminate between genders. Some of the women felt that;

“Managers do treat male and female employees differently because men are seen in North Cyprus as superior to women” (Respondent 1).

4.2.3.1 Promotion

Some women complained that there was gender disparity in relation to getting promotion at work. Participant 1 expressed:

“Male co-workers are quicker to advance in their career because they think men can handle situations better than women. Women are good for entertainment values, I wanted to progress in my career at X Casino, but I knew that it would not be a fair way to ensure I could get a promotion.”

Participant 2 explained this in terms of male management saying that ;

“Because the management level is mainly made up of men, it is quite difficult to climb very far.”

However not everyone thought that women were discriminated when getting promotion. 8 of the women interviewed said that there is no gender disparity. They thought promotion at work is link with one’s ability and not discrimination. As explained by Participant 7:

“I do not believe that my gender causes me to advance more slowly in my career, that is, to receive a promotion, as compared to males. This isn't about gender; it's about talent, skill, and hard work.”

Similarly, one of the respondents believe that ;

“Anyone who is stronger, presses more, has no feeling of pity, and sacrifices their character may advance.” (Participant 4)

These women blamed themselves for not getting promotion. Respondent 12 said it was because;

“Due of a woman's obligations to her home, male employees may devote more time to this job.”

Whereas participant 16 believed that;

“Issues such as my lack of communication skills, knowledge of the hierarchy, and so on are taken into account.”

However, what was very interesting was although about half of the woman (8 women) claimed that there is gender disparity when woman getting promotion, almost all of the women (18 women) believed that women use their sexuality and appearance to get promotion or progress faster in their careers. Participant 2 expressed:

“I know that many people have risen by making use of their appearance and femininity.”

Participant 6 said:

“Having a relationship with the boss, the pit boss or some manager will surely make your career progress fast.”

Participant 3 said:

“My Russian female colleagues used to advance quicker in casinos because Turkish male casino guests loved their blonde and blue-eyed appearances more than other ladies. Therefore, the managers in casino would promote them faster to public relations so they could speak more with customers. The physical appearance of women is very important in casinos. I was also told to lose weight for my job, to put more makeup on and wear high heels.”

Only one individual responded that it depends on the supervisor's approach, indicating that the participant was aware that there were administrators who discriminated in this manner, but not all administrators operated in this manner. Because 8 women responded that there is no gender discrimination, we might deduce that managerial discrimination is more prevalent in some casinos. If we consider the answers to the question in general, most of the participants said that the management makes gender discrimination in the Northern Cyprus casino sector. It should be noted that there is no content in this question such as have you seen a sexist approach to women. Participants who answered the question stated that the directorate exhibits different approaches between the two genders. Some of the participants who replied yes, there is gender discrimination indicated that women are not given as much consideration as males, while others stated that management punishes male employees poorly when there is a high workload.

4.2.3.2 Positive Discrimination in Favour of Women during Recruiting

Women felt that it was a lot easier for women to get jobs in the casino industry. One of the females explained:

“As far as finding a job at the casino, I think women have an advantage, since we attract men to play, but in the working environment men are certainly more advantaged also in being able to evolve.” (Respondent 15)

4.2.4 Sexualized Labour

We wanted to establish the existence of sexual labour, so we asked if factors like gender, age, and marital status of women were considered when recruiting workers in the Northern Cyprus casino industry. The responses to this question have provided us with knowledge regarding a different perspective on the issues that women face in this industry. Almost all of the participants said yes to this question.

Participant 5 expressed:

“Single woman is always one step ahead in the casino world, but not only that, beauty is important, I have seen women fired just because they were not beautiful, or they were overweight”

Participant 14 said:

“Of course, it is taken into consideration. They don't want you to work if you're beyond a particular age or if you're showing your age. As is well known, the majority of dealers are gorgeous ladies. That's why they are predominantly Russian because guests find them more appealing.”

This indicates to us the presence of erotic capital in the Northern Cyprus casino industry. While it is easier to recruit young women into this field, it is more difficult to recruit women after a certain age. Furthermore, the participants added to their remarks that physical beauty is extremely important to them. Looking at the general responses to the question, we may conclude that the person's gender, age, and marital status are crucial in recruiting. However, we cannot leave out the fact that four of the participants stated that the marital status of the individual to be hired is unimportant. It would be useful to get the opinions of human resources employees working in the

Northern Cyprus casino sector in order to conduct a more detailed analysis on this issue.

When we asked if you believe that the physical appearance of female employees is important when they are being considered for employment, 13 women said yes, and 5 women said they don't think so but it is the reality, and 2 said no. They explained why it was important.

Participant 1 expressed:

“I don't think it's important, but they believe it's necessary to work in this field. This is the clearest evidence that they construct a perception in order to attract customers to the casino.”

Participant 19 said:

“Sure, everything is about exterior. They are looking for beautiful sexy woman who can attract customers. Often if a player likes a dealer he no longer concentrates on the game and often loses, that's why there must be beautiful seductive women in the casino. There are much more chances that a client will lose with a beautiful woman than with a man, the woman does not make him concentrate in the game.”

Participant 6 said:

“Actually, beauty is about taking care of oneself. It goes without saying that no one wants to work for someone who's been neglected. In terms of physical appearance, height and weight are taken into account. For example, bankers should always be stylish, as should teachers, so this is a general thing. I believe that if a teacher is stylish, that student will like it more, which is why the casino employee is fashionable in terms of physical features. It is typical for them to be well-dressed.”

This emphasis on the “beauty” of female employees clearly indicates the existence of erotic capital in the casino industry in North Cyprus. The fact that almost all participants answered yes to this question clearly shows us the reality of erotic capital in this sector.

4.2.5 Sexual Harassment

It was apparent from these interviews that sexual harassment was a real issue for women working in the casino industry. More than half of the women (13 women) claimed to be sexually harassed by their managers. Others claimed that although they have not been sexually harassed, they knew others who did. Only 4 of them denied having any knowledge of such issues. As participant 20 explained:

“A manager who is older than me, married with children, attempted to harass me, as he did many of my female co-workers. I've seen several cases when guests abuse and disrespect some escort women which public relations managers hired for them to spend the night and they acted as if they were their property. Of course, you get annoyed. These things we see make their way into our nightmares. Indeed, where there is money and light, there is much more than gambling. I've never been physically harassed by a manager, but my friends did. And if I gave them permission or didn't say anything I would too. They believe that they have the authority to do anything they want to any woman who talks to them nicely or smiles at them.”

Participant 1 said:

“Managers have often commented on my physical appearance as sexy or asking if I have a boyfriend.”

Participant 11 also said:

“Most of the time, we encounter bosses who harassed female employees, and the number of them is larger in this profession than in any other.”

The fact that so many women are harassed, particularly verbally, by management is a very alarming result, highlighting the need for a separate study with personnel working in the Northern Cyprus casino industry as human resources. Only in this manner can answers be discovered to questions such as whether these women reported being verbally abused and, if so, what happened as a result. In general, the response to this issue is that the participating women stated that managerial abuse occurs in the

Northern Cyprus casino sector. However, women were not only sexually harassed by the managers at their workplace, but they claimed to be frequently sexually harassed by the guests too. Half of the woman being interviewed said that they were verbally harassed by customers. They complained about “teasing jokes, unwanted compliments, and sexual jokes”. As participant 13 explained:

“Multiple male casino guests have often asked me for sex. I was asked to 'secretly meet a guest outside of work' because he had lost a lot of money and wanted to be cheered up. Even the male colleague of mine encouraged me to go with him! I did not feel protected in the workplace”

Participant 1 said:

“I have had sexual advances from customers who wanted me to meet them outside or in their room and try to buy me presents.”

Participant 4 expressed:

“Despite the fact that they informed the visitor that I was married and uninterested, some guests insisted on speaking with me. When I went to their room to deliver the things due to an emergency, another had asked me in to spend the night.”

Participant 1 said:

“I’m just going to tell you what happened to me the other day. I was helping my female friend at the reception and a few guests came. They didn't know that I speak Turkish. Two men came, and an old man sat next to them in the seats opposite us. The two people we entered looked at the old man and said something, and the old man replied to him saying "Let the girl in the black dress be mine and the red one be yours". I made it clear that I know Turkish and said I did not understand what they mean. The man did not blush at all, came to us and said, "Did you know Turkish? We spoke comfortably because I thought you do not know Turkish. By the way, you are very beautiful." The man who said this was over 50 years old. This is the most innocent and harmless example I can give you.”

There were also complaints of sexual harassment from co-workers. Respondent 4 pointed out

“Unfortunately, I have been subjected to improper compliments and texts from casino staff too.”

There were also complaints relating the owners of the casinos. Participant 5 said:

“Unfortunately, in a casino the owner himself made annoying jokes, and in addition he slept with more than one of his employees.”

As stated very clearly by the participant 13 women are exposed to sexual harassment

“from clients from my colleagues, from pit bosses and also from managers. Always sexual jokes with the ultimate goal only to have sex. Also, many customers even contacting me on social networks and continuing to bother me there too.”

Thus, looking at the responses in general, it is clear that the majority of the participants have been or are being subjected to verbal sexual harassment in the Northern Cyprus casino sector.

4.2.6 High Levels of Stress

What was clear in this research was that more than half of the respondents (13 women) felt high levels of stress due to their gender as a result of working in the casino industry. Some complained about unethical and disrespectful people. As participant 3 expressed:

“You are always stressed because there are unethical and disrespectful people everywhere. It's difficult not to become agitated when attempting to protect yourself as a woman.”

Others were stressed because of sexual harassment.

“Yes often, teasing jokes, unwanted complements, sexual jokes, certainly I have been very stressed.” (Respondent 3)

Others were stressed in case they were misunderstood due to the nature of the job they did. Participant 20 said:

“My stress is sometimes caused by the possibility that my considerate behaviour would be misinterpreted by customers or casino personnel.”

Others complained about the impacts this stress was having on their wellbeing.

Participant 18 talked about the difficulties she was having:

“I gained weight as a result of a lot of stress due to these, my sleep pattern was disrupted, I couldn't develop meaningful relationships, I had a short psychological break, and it took a long time to come out of it.”

4.3 Opinion of a General Manager

During our investigation, we also spoke with a casino general manager. This specified general manager works for a casino in Northern Cyprus and has a lot of work experience in the sector. He went into further detail about what happens behind the scenes. However, because this was not an interview, we treated it as an opinion and did not include it in the analytical phase of our study.

When we told him about our research and the subjects we looked into, he told us that there are unfortunately very few Cypriot employees in the Northern Cyprus casino sector, that the casino where he works currently does not have any Cypriot employees, that Cypriots indeed have a negative perspective on this sector unfortunately, this look naturally affects the employees thoughts about their work, that women can be verbally harassed but they are working hard to avoid such situations and that especially dealers are affected by this problem.

He also added that this problem can be overcome when the management approaches the issues carefully.

4.4 Interview with Lawyers

We asked the lawyers whose opinions we obtained certain questions, such as what the penalty is for verbal harassment of women and what women may do in these cases. One of the attorneys stated that in the scale of molestation, verbal abuse is understood as sexual assault, and that if there is messaging, the photos of the messages should be obtained, or if there is overt verbal abuse, it is essential to go to the police and submit a report. He also stated that the term "verbal abuse" is fairly wide. In the dimension of harassment, for example, if a man bothers a woman by continually stating "I love you," this is regarded as sexual harassment. Penalties in Turkey and Cyprus varies in length and severity. According to the constitution in Turkey, the perpetrator of verbal abuse is sentenced to imprisonment from three months to two years. According to North Cyprus "Anyone who kidnaps/detains a person for the purpose of marrying/to make marry another person or violating her sexual immunity in any way commits a serious crime and is sentenced to up to ten years in prison if convicted." Also, according to TRNC Penal Code, Section 154 for Sexual harassment, whoever offends or distresses a person without physical contact, by sexual conduct, in writing, by word of mouth, by sound recording or video image, by e-mail, telephone, telephone message, or any other means or act commits a minor offense and, if convicted, is sentenced to imprisonment for up to one year or a fine, or both. Furthermore, one of the lawyers added that, according to the amendment made to ARTICLE 105 of the sexual harassment section, if it is committed by abuse of influence arising from a hierarchy, service or educational relationship, or family relationship, or by taking advantage of the convenience of working in the same workplace, the penalty to be imposed is doubled. If the victim has had to quit her work, leave school, or leave his family as a result of this act, the sentence imposed cannot be less than one year.

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Chapter 5

DISCUSSION AND CONCLUSION

5.1 Our Key Findings

Our primary goal in doing this research was to better understand female TRNC casino employees' problems, particularly in the areas of sexualized labor, women's respectability, and gender disparities. To achieve the research aims, the qualitative method was adopted, with a questionnaire form used to collect data from 20 female casino workers currently working in TRNC casino industry. The results indicate that women working in TRNC casino industry are indeed unhappy with their sector for numerous reasons. Our participants stated that there is a high value placed on their appearance in this industry, that their respectability in society is questioned due to their profession, and that there is a gender disparity in the TRNC casino business. These results are in line with some prior studies (Ann C. McGinley, 2010, Morgana, Pritchardb 2018, Santos and Varejão 2007, Mears 2014, Segovia-Pérez et al., 2018) According to some of these researchers, such as Figueroa, tourism and hospitality industry management activities have a high potential for facilitating women's empowerment. Overall results of our study also showed that women felt negatively affected by other people's view on them and their career choice in the society. The majority of our participants also stated that they had unfavorable experiences because of their gender and believe that men have an advantage in this industry. When we asked if they were stressed because of their gender in this industry, most of our participants answered they were. For all of our appearance-related

questions, participants agreed and stated that beauty is important in this business for recruitment, and they had also encountered individuals who use erotic capital. Also, the majority of our participants agreed that there is sexual harassment from both management and customers, and the majority of them had encountered some form of harassment at work. Our findings indicate that we are on the right track with our research, and there is still more to learn about women's issues in the TRNC casino business. In the manner of Erotic Capitals existence our study results were also a match with previous studies (A. Mohammed Abubakara et al 2018, Maria Hadjipavlou, Biran Mertan 2010)

5.2 Our Interpretations

When we look at the findings of the first part of our questionnaire, which is about women's respectability, we see a correlation and a pattern. Most women responded to these 5 Women's Respectability questions by stating that they are dissatisfied with their careers because it impacts their social standing. When we look at Gender Disparity questions all 5 of them again creates a correlation and most of our participants stated that they see gender disparity in TRNC casino industry. Finally, when we look at the Sexualized Labor questions, we observe a striking link between participant answers in which they stated that casinos place a high value on their appearance and that many of them had been sexually harassed in some manner throughout their job. These findings were anticipated by the researcher because prior feminist studies had highlighted some of these findings, but no research was conducted specifically for the TRNC or in the notion of assessing the situation in other concepts such as respectability or sexualized labor. Our findings indicated that women are not only subjected to gender discrimination, but also feel pressurized by society as a result of their profession choice, and their appearance is indeed important throughout the

recruitment process. When we looked at another research, we didn't discover any that were similar to this one. There are some research that showed similarities with our concept and we again see very close findings to ours.

5.3 Contextualizing Findings Within Previous Research

Our study revealed that there is gender discrimination in TRNC casino industry and Albayrak's study findings match ours where she also describes the level of gender discrimination in tourism industry. (Albayrak, 2019) In 2007 another article was published on "Employment, Pay and Discrimination in the Tourism Industry" which underlined gender discrimination in tourism industry. (Santos and Varejão 2007) According to research, the hotel industry is indeed a very traditional industry with primarily masculine traditions, which have a substantial influence on women's responsibilities and positions, such as having fewer female managers or more low-paid female employees in the sector (Segovia-Pérez et al., 2018). According to Nigel Morgana and Annette Pritchard's study, gender indeed matters in tourism sector. Their study successfully emphasizes the persistent wasted opportunities caused by ignoring talented women and it also urges the leaders to establish a gender equal future in tourism studies. They also suggest that businesses must start holding hierarchies accountable. (Morgana, Pritchard 2018) Tourism as a discipline has changed and evolved with feminism and gender research, yet these fields unfortunately infrequently overlap in just about any persistent or effective manner. According to Figueroa despite the fact that some of the most unsafe and dangerous working situations in the hospitality business show many signs of sexual harassment, prostitution, and modern slavery, just under 10% of research on tourism and gender are published in publications as studies (Figueroa Domecq et al., 2015). This shows the information gap we are dealing with as tourism professionals in academic field. Gender norms are

still being seen often and unfortunately it has an impact on how we act, how we dress, who we employ, and who we dismiss. (Ann C. McGinley, 2010)

Our findings also revealed that there is sexualized labour since erotic capital was accepted by all participants and they also revealed that they have met some people who used their appearance to gain success. This also matches with previous studies such as ``Physical attractiveness and managerial favouritism in the hotel industry`` done in 2019 where they explain how much erotic capital is used in TRNC tourism industry. (Abubakara, Taiwo, Lasisib 2019) Similarly Ashley Mears revealed the effects of beauty in tourism industry in her research in 2014. (Mears, 2014) According to Thea Sinclair research, tourism managers indeed expect female employees to present at work in stereotypically feminine attire. Also, they expect them to react in a positive manner to sexual comments when interacting with their customers. We can say that as a result of such demands in the field, gendered and sexualized norms of appearance and looks are given importance. (Sinclair ,1996) As McGinles stated in her study ``The bartending industry is a prime example of sexualized labor. Bartending was traditionally a male profession, but as casinos began to sexualize their bars and other first-contact positions in order to attract customers, they began to hire glamorous, young, and beautiful women for these roles.`` (Ann C. McGinley, 2010)

Our research again revealed that women's respectability is getting affected by their career choice since they believed that they are getting a bad look from their customers and society. Mona Shrestha Adhikari revealed similar findings in 2018 in her article about ``Exploring Women's Work and Respectability``. (Adhikari, 2018) Similarly, Räsänen Jaana made remarkable research called ``Tourism as a Respectable Career Choice for Women`` in 2018 and there she underlines similar information to our

findings saying that `` The tourism industry is still frequently seen as an unsuitable career path for females in society. `` (Jaana, 2018) In 2011 Tucker and Boonabaana made a critical analysis of tourism, gender and poverty reduction. Their study also showed that public image of a women gets affected by their career and it revealed that some women mentioned it is more important for them to serve their husbands then work because it is a way of showing love and family is more important than many other things. Unfortunately, most women are still dealing with similar point of views or carrying those thoughts. These beliefs are one of the elements which are creating the backbone of women's look in society and therefor effecting their respectability. (Tucker & Boonabaan 2011)

5.4 Unexpected Results and Their Significance

When we examine the findings of our investigation, we notice several intriguing features. The responses to three of the twenty questions we posed are particularly noteworthy, and we believe they should be incorporated in future studies. While women reported that they did not get good support from their family and relatives when they first entered the casino industry, they did not perceive a negative judgment of the industry in which they worked. This is a very surprising response since when we asked women a similar question, "Do you think your guests respect you?" they frequently said no. Another noteworthy set of results was that when asked if these women were generally respected in society, the majority of women responded that they were unsure. The reason why these women who avoided answering the question with a yes or no remained unanswered is an issue that should be investigated further in future studies. Another notable reaction is that participants feel they are making roughly the same level of progress as males in their profession. While they reported in most of the questions that they were sexually harassed, had many troubles in their

field, and that their respect was lowered in some circumstances, but yet almost half of them answered this question differently.

5.5 Considering Possible Alternative Explanations

One of the difficulties raised by the casino female employees was the idea of respect, which was viewed with suspicion. Many women, respond to our questions about respect and dignity from a different perspective. While responding to this section, at least three participants stated that the concept of respect depends on the woman and that if the woman demonstrates that she is a respectable person, she will not have problems in the tourism sector, but if she does not demonstrate that she is a respectable person, she may have problems. We believe that this may be a defense mechanism devised by women to protect themselves in the industry. Women may believe that if they present themselves more sternly, dominantly, or plainly than they normally are, they would be less sexually harrassed at work. We feel that the answer can only be found in a larger study with more participants.

5.6 Recommendations

Our results show the problems experienced by female employees in the Northern Cyprus casino sector. Some of these issues have still not been studied in detail, and some have never been studied. Some of these topics are:

- The reasons for the attempt to hide the sexual abuse experienced by women and its connection with the North Cyprus society or sector structure.
- Protective measures that the human resources department can take against the breaks in the casino hierarchy in the Northern Cyprus casino sector.
- The respectability of women working in the tourism and casino sector in Northern Cyprus and their place in society

- Psychological analysis of women working in the Northern Cyprus casino sector and strategies for coping with negative moods or situations.
- We would also like to add our recommendations for harassed employees on how to deal with harassment at work. As the lawyers we interviewed suggested, there are some steps that an employee can follow if she or he feels like they are being harassed. Such as:
 - To begin, the harassed employee must inform their harasser to cease. They must do their utmost to communicate to the harasser that this offensive conduct is unacceptable.
 - Second, the harassed employee must report the abuse to administration and request that action be taken to put an end to it. In these situations, it is critical to report the abuse to someone with decision-making power.
 - Thirdly, employees who have been harassed may begin documenting any harassment and different treatment they have gotten or are presently getting. When they opt to document such occurrences, they must mention the date, time, location, and any witnesses of the harassment. Even if it's just them, keep a record of it. If the harasser is doing this in writing, such as through messages, the employee can save copies. If no precautions were taken after reporting the incidences, they may be able to sue the individual or possibly the corporation using this information.

I would also like to add our recommendations for businesses on how to deal with harassment at work.

- First and for most, the GM of the casino/hotel must make clear that there is zero tolerance policy for harassment in the business. Harassment must be

punished equitably throughout the company, regardless of the harassers rank. (Hannon, 2016)

- Secondly, casinos and hotels must be sure that their workers understand how to use anonymous reporting network in order to report situations of sexual harassment. As an example, in Germany even some phrasings might be drawn to General Equal Treatment Act, which defines sexual harassment as unwelcome contact, sexual comments or jokes etc. (International Labor Organization, 2006)
- Thirdly, The company must make sexual harassment prevention programs obligatory for all workers. Employees must understand that this is intolerable and also if they see such things happening to others they can report it easily. In thus sense trust is very important. (Hannon, 2016)

5.7 Conclusion

This research focuses on TRNC female casino employees' challenges in three areas: women's respectability, gender disparity, and sexualized labor. It also looks into how women are seen to work in the TRNC casino business. The data show that there is gender disparity, sexualized labor and a decrease in respect for female employees of TRNC casinos in society. Furthermore, women's attractiveness is highly valued in the TRNC casino sector and we also discovered that women are sexually harassed in some manner not just by customers but also by their managers, and they face stress as a result of their gender, especially frontline employees. The current study contributes to existing knowledge of women's issues in the tourism industry by demonstrating that women face sexualized labor in this area, their respectability is reduced by their profession, and gender inequalities exist in the field. So far, this is the only research that integrates these three components to produce an understanding of what is

genuinely influencing female employees other than just one aspect. Our research found that women are discouraged from working in the casino sector by their loved ones in society, and they do not believe their consumers respect them because of their profession. Our study is also notable in terms of disclosing management's differentiating behaviors across genders, as well as displaying high results in management sexual harassment of female employees. When it comes to Erotic Capital topic, we have found very little research done in TRNC casinos which shows the existence of Erotic Capital but there is more investigation needed to understand the consequences of its existence. Our study clearly shows the existence of Erotic Capital but like mentioned before we need more data to understand its consequences. We believe that there is still a big gap to fill when it comes to feminism in TRNC, harassment in TRNC casino industry and notion of respect in TRNC society. Psychological effects of these negative experiences on TRNC female employees are yet to be discovered by future researchers. Our results open an exciting new door to look at TRNC casino industry employees and future researcher will have solid data to work on because of it. We believe that gender equality and women`s safety matters and we must investigate the islands current situation more often to see where we stand and to improve.

In conclusion, it can be claimed that the actions done against the challenges faced by female casino workers in the TRNC casino business, as revealed in the interviews, are insufficient to resolve the concerns. Although there may be some improvement and development in many highlighted aspects, the challenges of female employees of T.R.N.C casinos is a subject that still requires more research to handle these industry challenges and developing new ideas to create healthy work environments for women in T.R.N.C.

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APPENDICES

Appendix A: English Questionnaire For Participants

Main research areas: Sexualized labor, Women's respectability, Gender disparity

This research that is being worked on women who are casino employees in North Cyprus. We want tourism professionals to be as important as tourism itself and we are offering you a chance to make your voice heard. While filling the form please be honest and informative and clear. The result of this study will be a light for us to understand the psychological and physical stress you are experiencing. In this study, the identity information of the participants is kept confidential and it is conducted by İlkem Aysel Aydın, who is about to graduate from the Eastern Mediterranean University Tourism Management. Although the original of the study is in English, it has been translated into Turkish as well. You can leave your answers below, and if you have suggestions for future studies, you can write them in the suggestions section at the end. Thank you for your participation.

Introduction Questions

1. How long is it being that you are in N.C casino industry?
2. What is your age?
3. What is the job that you do?
4. Do you enjoy your job?

Questions About Women's Respectability

1. What was the first reaction of your friends, family, partner, partner's family, etc when you acquired a job in the casino industry?
2. Have you ever received negative reactions from anyone because of your career choice?
3. Do you think your career choice gives you respectability in society or reduces your respectability? Please explain.
4. Do you think that casino guests find women working in this sector respectable? Please explain.
5. Do you believe that female dealers are well respected in society? Please explain.

Questions About Gender Disparity

1. Do managers treat female and male employees differently in the workplace? Please explain.
2. Have you encountered negativities in your job because of your gender? Did these negativities affect your work or mood?
3. Do you believe there are times when male co-workers have an advantage at the casino? Please elaborate.
4. Do you think that your progress in your job is slower or more difficult than that experienced by men because of your gender?
5. Do you experience stress in your industry because of your gender? Please explain.

Questions About Sexualized Labor

1. When a casino employs someone, do they consider his/her age, gender, or marital status?
2. Have you ever worked with people who have progressed faster in their careers by using their appearance in a casino? Please explain.
3. Do you believe that the physical appearance of the female employees is important when they are being considered for employment?
4. Do managers practice sexual harassment of any sort in the casino industry? (verbal or physical) Please explain.
5. Have you ever experienced sexual jokes or offensive sexual conversations by casino guests or staff? What was the nature of this harassment?

Appendix B: Turkish Questionnaire For Participants

Tez İsmi: Sexualized labor, women's respectability, and gender disparity in the casino industry of North Cyprus

Ana araştırma alanları: Cinselleştirilmiş emek, Kadınların saygınlığı, Cinsiyet eşitsizliği

Üzerinde çalıştığımız bu araştırma Kuzey Kıbrıs casino sektöründe çalışan kadınların yaşadığı sıkıntıları belirlemek ve ileride yapılacak çalışmalar için bir basamak oluşturmak adına önem arz etmektedir. Biz turizm kadar turizmcilerinde önemli olduğunu biliyor ve siz kadınların sesinizi duyurabilmenizi istiyoruz. Soruları dikkatle okuyup olabildiğince açıklayıcı, dürüst ve eksiksiz yanıtalamanız önemlidir. Bu çalışma sonucu bizlere sizlerin yaşadığınız psikolojik ve fiziksel stresi anlamamız için ışık olacaktır.

Giriş Soruları

1. Kuzey Kıbrıs kumarhane endüstrisinde ne kadar süredir bulunuyorsunuz?
2. Yaşınız nedir?
3. Yaptığınız iş nedir?
4. İşinizden keyif alıyor musunuz?

Kadınların Saygınlığı Hakkında Sorular

1. Casino sektöründe bir iş edindiğinizde arkadaşlarınızın, ailenizin, partnerinizin, partnerinizin ailesinin vb. ilk tepkisi ne oldu?

2. Meslek seçiminiz nedeniyle hiç kimseden olumsuz tepkiler aldınız mı?
3. Kariyer seçiminizin size toplumda saygınlık kazandırdığını mı yoksa saygınlığınızı azalttığını düşünüyor musunuz? Lütfen açıklayın.
4. Casino misafirlerinin bu sektörde çalışan kadınları saygın bulduğunu düşünüyor musunuz? Lütfen açıklayın.
5. Kadın dealerlerin toplumda saygı gördüğüne inanıyor musunuz? Lütfen açıklayın.

Cinsiyet Eşitsizliği Hakkında Sorular

1. Yöneticiler işyerinde kadın ve erkek çalışanlara farklı mı davranıyor? Lütfen açıklayın.
2. Cinsiyetinizden dolayı işinizde olumsuzluklarla karşılaştınız mı? Bu olumsuzluklar işinizi veya ruh halinizi etkiledi mi?
3. Erkek iş arkadaşlarının casino sektöründe avantajlı olduğu zamanlar olduğuna inanıyor musunuz? Lütfen detaylandırın.
4. Cinsiyetiniz nedeniyle işinizde ilerlemenizin erkeklere göre daha yavaş veya daha zor olduğunu düşünüyor musunuz?
5. Cinsiyetinizden dolayı sektörünüzde stres yaşıyor musunuz? Lütfen açıklayın.

Cinselleştirilmiş Emek Hakkında Sorular

1. Bir casino birini işe alırken, onun yaşını, cinsiyetini veya medeni durumunu dikkate alır mı?
2. Hiç casinoda dış görünüşlerini kullanarak kariyerlerinde daha hızlı ilerleyen insanlarla çalıştınız mı? Lütfen açıklayın.

3. Kadın çalışanların işe alımları düşünülürken fiziksel görünümünün önemli olduğunu düşünüyor musunuz?
4. Yöneticiler casino endüstrisinde herhangi bir tür cinsel taciz (sözlü veya fiziksel) uyguluyor mu? Lütfen açıklayın.
5. Hiç casino misafirleri veya personeli tarafından cinsel şakalar veya saldırgan cinsel konuşmalar yaşadınız mı? Bu tacizin niteliği neydi?

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