

THE EFFECT OF GENDER DISCRIMINATION ON WORK MOTIVATION AMONG WOMEN WORKING IN THE KITCHEN DEPARTMENTS OF FOOD AND BEVERAGE BUSINESSES: THE CASE OF KÜTAHYA

YİYECEK İÇECEK İŞLETMELERİNİN MUTFAK DEPARTMANLARINDA ÇALIŞAN
KADINLARIN KARŞILAŞTIKLARI CİNSİYET AYRIMCILIĞININ İŞ
MOTİVASYONLARI ÜZERİNDEKİ ETKİSİ: KÜTAHYA ÖRNEĞİ

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Abstract

The aim of this study is to determine the problems arising due to the gender discrimination experienced by women working in the kitchen department of food and beverage businesses in Kütahya, Türkiye, and to examine the effects of these problems on the work motivation of working women., In this study semi-structured interview technique which is common in social sciences was used in line with the purpose of the research. Thus, various questions were asked to working women and findings related to problems based on gender discrimination were obtained. According to the findings of the study the most common problem based on gender discrimination experienced by female kitchen workers is stereotypical prejudices stemming from physical characteristics. Although there are studies on gender discrimination in hotel businesses in the literature, no research has been found on this subject in food and beverage businesses. Because of the fact that the study was conducted with face-to-face communication with female kitchen workers and the problems related to gender discrimination in food and beverage businesses were analyzed with primary data, it's thought that the study will contribute to filling the gap in the literature on making the right decisions for the future of the sector, and suggestions for the sector are presented in the study.

Keywords: Food and Beverage Businesses, Kitchen, Women, Gender Discrimination

Öz

Bu çalışmanın amacı, Türkiye'nin Kütahya ilindeki yiyecek içecek işletmelerinin mutfak bölümünde çalışan kadınların cinsiyet ayrımcılığına bağlı olarak yaşadıkları sorunları belirlemek ve bu sorunların çalışan kadınların iş motivasyonlarına etkisini incelemektir. Bu doğrultuda araştırmanın amacı doğrultusunda sosyal bilimlerde sıklıkla kullanılan yarı yapılandırılmış görüşme tekniği kullanılmıştır. Böylece çalışan kadınlara çeşitli sorular sorulmuş ve cinsiyet ayrımcılığına dayalı sorunlara ilişkin bulgular elde edilmiştir. Araştırmanın bulgularına göre kadın mutfak çalışanlarının cinsiyet ayrımcılığına dayalı olarak en sık yaşadıkları sorunun fiziksel özelliklerden kaynaklanan kalıplaşmış ön yargılar olduğu tespit edilmiştir. Literatürde otel işletmelerinde cinsiyet ayrımcılığına yönelik çalışmalar olmasına rağmen yiyecek içecek işletmelerinde bu konuda yapılmış bir araştırmaya rastlanmamıştır. Çalışmanın kadın mutfak çalışanları ile yüz yüze iletişim ile yürütülmesi ve yiyecek-içecek işletmelerinde cinsiyet ayrımcılığına ilişkin sorunların birincil verilerle analiz edilmesi nedeniyle çalışmanın sektördeki boşluğun doldurulmasına katkı sağlayacağı düşünülmektedir. Çalışmada sektörün geleceği için doğru kararların alınmasına yönelik literatür ve sektöre yönelik öneriler sunulmaktadır.

Anahtar Kelimeler: Yiyecek ve İçecek İşletmeleri, Mutfak, Cinsiyet Ayrımcılığı, Kadın.

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Makale Türü: Araştırma Makalesi – Geliş Tarihi: 16.03.2023 – Kabul Tarihi: 20.07.2023

DOI:10.17755/esosder.1266048

Atıf için: *Elektronik Sosyal Bilimler Dergisi*, 2023;22(88): 1559-1574

Etik Kurul İzni: Kütahya Dumlupınar Üniversitesi Sosyal ve Beşerî Bilimler Bilimsel Araştırma ve Yayın Etiği
Etik Kurulunun 03/02/2023 tarih ve 64 sayılı yazısı ile etik açıdan uygun görülmüştür.

INTRODUCTION

Today's economic and technological developments have enabled women to participate in business; however, women had to continue their business life with the social roles and responsibilities attributed to them (Çıkmaz, 2010). Despite the positive developments experienced, women still encounter many problems, including recruitment, remuneration, employment, and promotion (Özçatal, 2011). These problems arise from gender discrimination, causing women's inability to achieve economic freedom and negatively affecting their workforce participation (Çelik & Topbaş, 2016). The responsibilities imposed on women by society cause women not to be sufficiently involved in business life (Kiser, 2015). Gender discrimination is considered the biggest obstacle to women's participation in business life (Doğan, 2017). Among the crucial indicators of gender discrimination are women's being deemed unsuitable for specific jobs and duties due to their social roles and physical characteristics (Demir, 2011).

Women working in the kitchen department of food and beverage businesses also experience various problems due to gender discrimination (Topbaş & Çelik, 2014). This study evaluates the causes of gender-based discrimination experienced by women working in the kitchen department and its effects on work motivation. It is known that women in food and beverage businesses may be exposed to gender discrimination before hiring, with some limitations stated in job advertisements (Yılmaz, 2019). Recruited women, on the other hand, are employed at lower levels and with wages than they deserve compared to their abilities (Çelik & Şahingöz, 2018). Women's employment is made difficult due to the so-called justification that women cannot tolerate the working conditions in the kitchen departments of food and beverage businesses as much as male employees (İnce, 2016). Although the workload in the kitchens in food and beverage businesses has been alleviated due to technological developments and the working conditions have significantly improved, there is still a male-dominated working understanding (Doğan, 2017).

Employees working in a motivating way without gender discrimination increase the efficiency of the business and decrease the employee cycle rate. Accordingly, work motivation is fundamental to productivity (Yapar, 2005). Problems such as gender discrimination experienced by women in their working life, not getting enough support from their family members, and not being able to benefit from equal wages and rights in the company they work for can reduce their motivation and productivity (Koçyiğit, 2016). Accordingly, this study can also be beneficial regarding the effects of gender discrimination-based problems on work productivity. Identifying and solving the problems of working women is of great importance in terms of contributing to the food and beverage businesses and the country's economy.

Especially for women, whose place in the kitchen is seen as the main responsible and owner of the kitchen in Turkish culinary culture, the kitchen is considered the area where they feel more comfortable compared to other parts of the house (Yıldırım, 2019). In this case, it is a problem that the woman is exposed to gender discrimination in the industrial kitchen and working environment, although it is known that women have predisposition and skill in the kitchen and get a voice in the decisions to be taken regarding kitchens at home. In the literature review, there are many studies based on the problems experienced by women working in the kitchen departments of hotel businesses. However, no study has been found on women working in the kitchen departments of food and beverage businesses.

The aim of this research is to determine the gender discrimination experienced by female employees in the kitchen departments of food and beverage businesses in Kütahya and the effects of this discrimination on their work motivation. Thus, it is expected that this study will make the problems of women in the kitchen department of the enterprises visible, prevent

income losses due to the decrease in work motivation and contribute to the sector's growth based on gender equality.

CONCEPTUAL FRAMEWORK

Gender is defined as the unequal division between men and women in the social sense (Çelik, 2022). On the other hand, gender also refers to the duties and responsibilities imposed on women and men by society in fulfilling specific job descriptions (Dökmen, 2004). Society and culture attribute different meanings to the gender model, consisting of individuals biologically divided into two groups, men and women, and individuals are expected to exhibit behaviors in accordance with gender models on the meanings attributed (Eroğlu & İrdem, 2016). In relation to these definitions, gender inequality is known as the imbalance and inequality between men and women in terms of status, power, and rights (Uluocak, Gökulu, Bilir, Özbay, & Karacık, 2014). Gender inequality emerges in areas such as work life, family income level, and educational opportunities (Kelan, 2010). The distribution of work and duties between men and women, especially in patriarchal societies, can be an example of this situation. Accordingly, in patriarchal societies, women are held responsible for activities that regulate social life, such as housework, child care and duties that do not require physical strength; men, on the other hand, are responsible for assignments that require physical strength and for fulfilling essential tasks that require decision and responsibility, such as earning financial income and making a living, and due to the nature of the women, it can be thought that they are not suitable for other tasks other than housework (Erikli, 2020). Due to the roles attributed to women and men by social culture, the distinction between men and women has emerged; thus, in many areas, the business lines that women and men have to do have been subjected to gender discrimination on the grounds that individuals do not have the necessary qualifications (Alparslan, Bozkurt & Özgöz, 2015). The exclusion of women in an important issue, such as working life, can occur in various forms, and some of these can be expressed as not being able to participate in the labor market, being exposed to discrimination in business life, and forced withdrawal from the labor market (Çakır, 2008).

Women may be exposed to various discriminations in terms of participating in the working life, from the stage of recruitment to the process of starting and continuing to work. Women are dismissed or not preferred at all due to reasons such as pregnancy, having children, not being able to do heavy work physically, health problems, and inability to adapt to long working hours (Demir, 2011). While women involved in business life are generally employed at lower levels, more male employees are preferred in management levels that require high-level tasks such as taking decisions and responsibilities (Özçatal, 2011).

According to the *Problems Encountered by Women Working in Food and Beverage Businesses*, most women hired to work in food and beverage businesses are assigned to greet, hostess, and serve; however, male employees are preferred more in the kitchen department (Albayrak, 2019). Although food and beverage businesses traditionally aim at women, the sector has a male-dominated working principle (Platzer, 2011). It is seen that issues such as negative social and professional views, psychological and physical violence, gaps in legal regulations, and working conditions come to the fore as the cause of discrimination against women working in the kitchen department (Çetin, Aydoğan, İstanbullu, & Fuchs, 2016). Although there is no doubt that women's inclination to kitchen tasks, creativity, working principle, and order will be complete, it has been determined that male employees in professional kitchens have more positive discrimination than women (Druckman, 2010). It is seen that the number of women working in professional kitchens is much less than that of males

(Arnoldsson, 2015). It is also known that male employees take more roles in managerial positions, such as chef de partie or chef de cuisine (Harris & Giuffre, 2010). Among the reasons why women working in the kitchen department do not hold senior positions, it is found that male employees receive more attention as kitchen managers, women face difficulties in recognition in the kitchen department (Agmapisarn, 2016), and there is an unequal distribution of social roles due to the heavier domestic and family social burden of working women, even though men and women work in the same environment with the same difficulties (Haddaji, Albors & Garcia, 2017). On the other hand, women do not receive enough support from their families against the idea of working in the kitchen department in terms of the characteristics they carry out in accordance with social norms; therefore, it drives women away from the sector and into different business lines (Li & Leung 2001). Regardless of the position of women working in the kitchen department, the gender discrimination they experience causes them to advance in the sector in terms of careers and to decrease their work motivation (Kurnaz, Kurtuluş & Kılıç, 2018). The existence of social prejudice and uniform thoughts instead of professional knowledge, skills, and competence causes the representation of women in professional kitchens to take less place than it should (Winn, 2004). The understanding that women working professionally in the kitchen cannot cope with the difficulties of the position and the view that they will be physically inadequate affects their career advancement and work motivation significantly (Anafarta, Sarvan & Yapıcı, 2008).

Work and Job Motivation is defined as "*behaviors directed towards a certain purpose with intrinsic motives*" (Keser, 2006). According to another definition, motivation is known as the positive emotions that individuals feel or experience in their inner world while performing an occupation (Ünsar, İnan & Yürük, 2010). As motivation is a unique phenomenon, it can be reflected outward in individual-specific ways and can be noticed from behaviors, and thus, it can be determined whether the individuals are motivated by their behavior while performing the task assigned to them (Koçel, 2005). There is a crucial link between productivity and motivation (Ayhan, 2009). The work performance of individuals in a harmonious and peaceful working environment can be a process that directly affects productivity (Talas, 1952). Productivity can be defined as an individual's ability to demonstrate creative experience and knowledge comfortably and with intrinsic motivation in the work environment (Koçyiğit, 2016). According to this, it is known that if the company achieves its expectations in terms of work and earnings, and if the employees can realize their expectations and the goals aimed at in the business environment, employees will be motivated, and this will increase the expected service quality and have positive effects on production and earnings factors (Uçkun & Pelit 2003). Considering the relationship between the level of productivity and motivation, it turns out that the motivation methods of each individual will also differ (Ergül, 2005). As the expectations and needs of individuals differ fundamentally, motivation methods may also vary, and, at this point, managers and employers should act consciously to recognize and understand individual differences (Yapar, 2005). The high motivation of employees towards work and business is an important phenomenon that affects both employee productivity and the profitability and continuity of the company (Uçkun & Pelit, 2003). As a result of the conceptual framework research, it has been found that there are many studies on the subject. Accordingly, these studies are known as follows.

Related Studies

Bijsterveldt and Evi (2020) explained to what extent women working in accommodation businesses can reach senior managerial positions, what difficulties they face in getting these positions, and how these difficulties can be eliminated. According to this study, it has been determined that the most critical obstacle preventing women from reaching senior positions

stems from gender-based assignments. In their study, Albors, Haddaji, Garcia and Peiro (2020) have revealed the difficulties faced by women in balancing their work and life, and why and how personal rights such as starting a family and travelling are secondary in business life, and, as a result of this study, it has been determined that the social status duties of working women, such as being a wife and mother, precede their working life. Min (2020) explained in his study that the male-dominated structure in the professional kitchen environment affects the career choices of working women, and this causes women to abstain from working in the kitchen of food and beverage businesses. Cano (2019) stated in his study that female kitchen employees are more disadvantaged than male workers in terms of being kitchen chefs, and although most male chefs think that women are an essential symbol for the kitchen, they are kept in the background in their recruitment and career planning. Orido (2017) revealed that women in patriarchal societies have less workload in kitchen units as a result of their study examining the social structure of women on whether or not they should take part in the kitchen, and they stated that fundamental reasons such as sexual harassment, unhealthy working environment, difficulty in balancing between work and life and workload could be counted among the other reasons why women do not have a career in kitchen units. Haddaji et al. (2017), in their study investigating the obstacles to the career development desires of women working in the kitchen department, concluded that the knowledge, skills and abilities of female kitchen workers are considered insufficient in the patriarchal society. Marinakou (2014) revealed that female employment is concentrated in sub-levels such as housekeeping, reception, marketing, sales and cleaning as a result of the study aiming the investigation of the duties and levels of employment of women working in the tourism sector. Konkol (2013) investigated how gender relations were built in the kitchen department, and, as a result, it was revealed that women did not encounter any gender-based approach and obstacles while receiving culinary training, but the situation was different in the working environment. Tugores (2008) stated that women working in the kitchen department could not fully participate in professional life due to their social responsibilities, such as long working hours, intense work tempo, and home and child care. Tucker (2017) concluded that the female workforce is not considered appropriate in the tourism sector's food and beverage departments and kitchen units, that the job is considered more suitable for male individuals, and that women who want to work in these units cannot receive spouse or family support. Harris and Giuffre (2010) investigated the difficulties women have to deal with in the recruitment process to kitchen units, and, as a result, it has been determined that male candidates are prioritized in recruitment and that women have to resign even if they are hired since they have difficulty in establishing a work and life balance. According to the study conducted by Akgül (2020), working women have a tiny percentage of decision-making and authority in the accommodation sector, and, accordingly, women can only take part in intermediate duties. Yılmaz (2019) stated that the main difficulty experienced by working women in getting employment is the problem of gender discrimination, and in cases where women are employed, they are exposed to gender-based divisions of work due to gender discrimination.

METHOD

This research is a descriptive study and conducted by semi-structured interview technique, which is a technique used in social sciences in accordance with the purpose of the study. In semi-structured interview meetings, it is possible to obtain more detailed information about the researched subject from open-ended and standardized questions (Kozak, 2017). Within the scope of qualitative studies, it is summarized as generalizing, evaluating and somehow bringing together the personal experiences, perceptions and feelings of the

participants using the general general interview technique (Braun & Clarke, 2013). Semi-structured interview technique, which is among the qualitative interview types, shows that it is influenced by survey interviews in terms of allowing more answers to be given from research conducted through less frequently asked questions. (Jones, 2020). The researcher tries to examine and classify the internal diversity of individuals with questions in accordance with the structure of the interview technique. In this way, a data set based on richer information and analyzes help enrich the content of the business (Türnüklü, 2000).

Data Collection and Process

In the study, the gender discrimination faced by women in the kitchen sector and the reflections of this situation on their work motivation were used to collect data by applying semi-structured interview technique on women working in food and beverage businesses in Kütahya. The standardized questions used during the interviews were obtained from the studies of Orido (2017). When the research in question is examined, it is understood that questions aimed at revealing a similar situation were used. These questions are to reveal why women working in the kitchen field choose this profession, what gender discrimination means for female kitchen workers, and whether they have experienced physical or psychological harassment. When the source of the questions used by Orido (2017) in revealing the problems of gender discrimination faced by female kitchen workers in Africa and its motivational effects are investigated, Banks-Wallace's (2002) found that attitudes and behaviors towards female kitchen workers are related to gender discrimination. It is seen that they obtained from the survey study they created in order to reveal the reasons and results. A data set was created by using 6 questions used in the study of Orido (2017) with reference to Banks-Wallace's (2002) and its high level of reliability, which are suitable for the subject and purpose of this research. Accordingly, the findings were analyzed and interpreted through descriptive analysis. Descriptive analysis includes summarizing and interpreting the data classified according to the determined themes and the findings related to these data. The main purpose here is to regularly present the data obtained as a result of interviews and observations (Yıldırım & Şimşek, 2016). The population of the research consists of 40 women working in the kitchen department of the food and beverage businesses in Kütahya.

Interviews were conducted using semi-structured interview technique between September 1 and October 1, 2022, with women working in food and beverage businesses in Kütahya and employed in the kitchen section of these businesses. The interviews were conducted at the time, place and communication format of the participants. In this direction, phone calls were made with 12 female employees and the duration of the interview varied between 10 and 17 minutes. The interviews of 28 female employees were held at their workplaces and the interview times varied between 15 and 22 minutes. During the interview, the voice recording was taken with the permission of the female employees. Later, the records were examined and transferred to the working environment and K1, K2, K3 etc. analyzed by coding.

FINDINGS

Firstly, seven expressions were used to identify the demographic characteristics of the participants in the study. The findings obtained accordingly are listed in Table 1.

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Table 1. Findings on Demographic Characteristics of Women Working in the Kitchen Department of Food and Beverage Businesses

Participant	Age	Educational Status	Job Description	Professional Experience (Years)	Total Number of Employees	Gender Distribution of Employees
K1	32	High School	Busser	3	8	5 Males 3 Females
K2	45	High School	Sous Chef	11	7	5 Males 2 Females
K3	21	College	Busser	1	5	2 Males 3 Females
K4	28	High School	Pastry Chef	4	9	5 Males 4 Females
K5	32	High School	Chef	6	11	7 Males 4 Females
K6	55	Elementary School	Sous Chef	8	6	3 Males 3 Females
K7	40	High School	Pastry Chef	12	8	6 Males 2 Females
K8	31	High School	Pastry Chef	2	5	2 Males 3 Females
K9	25	Vocational School	Chef De Partie	4	5	3 Males 2 Females
K10	52	Elementary School	Sous chef	14	6	4 Males 2 Females
K11	33	Vocational School	Garde Manger	8	10	6 Males 4 Females
K12	33	High School	Pastry Chef	4	8	6 Males 2 Females
K13	41	High School	Chef	8	11	9 Males 2 Females
K14	36	High School	Chef De Partie	5	8	5 Males 3 Females
K15	44	Elementary School	Busser	10	4	2 Males 2 Females
K16	43	High School	Busser	14	5	3 Males 2 Females
K17	36	Elementary School	Pastry Chef	2	2	1 Male 1 Female
K18	44	Elementary School	Sous chef	14	9	6 Males 3 Females
K19	27	Vocational School	Chef De Partie	5	5	3 Males 2 Females
K20	34	High School	Busser	7	6	3 Males 3 Females
K21	46	Elementary School	Busser	15	8	6 Males 2 Females
K22	30	College	Busser	6	6	2 Males 4 Females
K23	21	Faculty	Chef De Partie	1	7	4 Males

						3 Females
K24	40	Elementary School	Busser	6	7	5 Males 2 Females
K25	51	Literate	Busser	13	6	3 Males 3 Females
K26	45	High School	Busser	3	6	4 Males 2 Females
K27	28	Vocational School	Sauté Chef	4	5	2 Males 3 Females
K28	36	High School	Busser	9	6	4 Males 2 Females
K29	44	High School	Pastry Chef	10	4	3 Males 1 Female
K30	28	High School	Pastry Chef	6	5	3 Males 2 Females
K31	40	Elementary School	Pastry Chef	12	8	6 Males 2 Females
K32	52	High School	Pastry Chef	13	8	6 Males 2 Females
K33	29	High School	Chef De Partie	6	5	3 Males 2 Females
K34	26	High School	Pastry Chef	5	5	4 Males 1 Female
K35	33	Vocational School	Pastry Chef	7	6	3 Males 3 Females
K36	29	High School	Busser	8	4	3 Males 1 Female
K37	36	High School	Busser	7	8	5 Males 3 Females
K38	48	High School	Chef De Partie	12	10	8 Males 2 Females
K39	45	Elementary School	Sous Chef	14	7	5 Males 2 Females
K40	51	Elementary School	Chef	18	8	5 Males 3 Females
Total				317	267	171 Males 96 Female

When Table 1 is examined, the distribution of 40 participants in total is as follows: It is observed that the women working in the kitchen department of the businesses are between the ages of 21 and 55. According to the table, when the educational status of working women is examined, it is seen that 21 of the women working in the kitchen department are high school graduates, 10 are elementary school graduates, 5 are vocational school graduates, 2 are college graduates, 1 is faculty graduate, and 1 is literate. It has been determined that the women included in the research have at most 18 and at least one years of experience. According to the job descriptions, there are 13 bussers, 5 sous chefs, 3 pastry chefs, 3 chefs, 6 chef de parties, 6 confectioners, 2 filo pastry chefs, 1 sauté chef and 1 garde manger. It has been observed that the gender distribution of the personnel working in the kitchen department of the businesses consists of 171 male and 96 female kitchen workers.

Findings on How Women in the Kitchen Perceive the Gender Discrimination They Exposed and the Effect of Gender Inequality on Motivation to Work

In line with the research aim, six questions were asked to women working in the kitchen department of businesses to measure how they perceive gender discrimination and how this situation affects their work motivation. The overall answers given by the women working in the kitchen department to the question *"Why did you choose this profession?"* are *"I have the ability to cook," "I like to cook and serve," "I find myself more active in this field," "I think there are more job opportunities."* Some of the answers given by the participants to the question are as follows:

K2: *"Since I first stepped into the kitchen very young, I have always loved cooking and serving. The idea of earning money by doing what I love led me to this business."*

K7: *"As a result of the department I studied in high school, I got to know this job, and I chose it because I found it suitable for myself, and I wanted to advance in the sector and improve myself professionally instead of studying university."*

K8: *"I wanted to improve myself in this field since I love and am interested in producing patisserie products. I also experienced other kitchen divisions, but I realized that I was more willing in the patisserie section and improved myself by training in this field."*

The answers given by the women working in the kitchen department to the question *"Have you received support from your family regarding your choice of profession and the continuation of your working life?"* are both positive and negative, such as *"At first they did not support, but then they started to support," "No, they were not supported at all,"* and *"Yes, they have always been supportive."* Some of the answers given by the participants to this question are as follows:

K12: *"Yes, my family has always been supportive. In the job-seeking process, they even tried to help me work in this field by informing their close circles that I was looking for a job."*

K14: *"Since my father wanted me to continue my education after high school, he did not support my idea of working in the kitchen field; however, when he saw that I started to progress in the kitchen after a while, he began to support me."*

K16: *"They never wanted to support me because of the long and exhausting working hours. The fact that food and beverage businesses remained dysfunctional for nearly two years during the pandemic caused a feeling of uncertainty in my family towards the industry. That is why they are still reluctant to support my decision."*

The overall answers given by the women working in the kitchen department to the question *"Can you explain the place of gender roles in the kitchen?"* are *"Women are seen as physically incompetent," "Male employees see women as assistants,"* and *"I have to work in male-dominated kitchens."* Some of the answers given by the participants to this question are as follows:

K22: *"Although male and female employees do the same job in the same environment, with the same status, female employees are perceived as assistants by the males. Help is expected from women who are constantly working, and they are tried to be held responsible for jobs that are not included in their job descriptions. There are often contradictions and disagreements on this subject."*

K24: *"Female kitchen workers, seen as physically weak and inadequate by male kitchen workers, are primarily employed in the patisserie or cold section of the kitchens. Priority is given to male kitchen workers in areas where competency is sought more in the kitchen, such as the Chef de Partie position for hot kitchen or Station Chef position."*

K26: *"I definitely do not think that the work is divided based on the abilities of women. Most kitchen chefs, who act ultimately with prejudices, believe that women cannot be successful in divisions such as butchery, hot kitchen and sauteing. They are hesitant to entrust the areas they see as complex and vital to women. This behavior can alienate women from their profession, which they love to do."*

The overall answers given by the women working in the kitchen department to the question "Do you think women chefs are adequately represented in the media?" are "It is not adequate," "Yes, but we see the same people all the time," and "No, I do not think so." Some of the answers given by the participants to this question are as follows:

K1: *"There are many things about cooking on television channels and some programs, but often male chefs or always the same female chefs are seen in these programs. However, our country has very talented female chefs whose names are unknown. No one knows them. In this respect, I find the media inadequate."*

K3: *"No, I do not think so because many female chefs do not get as much attention as male chefs."*

K5: *"I think that social media shares are more effective than television programs in this regard. Certainly, the media alone is insufficient in this regard."*

The overall answers given by the women working in the kitchen department to the question "Does gender have a role in the recruitment and career planning process in the kitchen department?" are "The reason for preference in the recruitment process varies according to gender," "Gender can be a barrier to promotion at work," and "Situations such as marriage and having children can create negativity in the process of promotion." Some of the answers given by the participants to this question are as follows:

K29: *"I think the biggest indicator of gender discrimination is that the phrase "male kitchen worker is sought" is mainly found in job postings. Some places do not want female employees, considering that their work will be disrupted if women get married and have children."*

K40: *"Male employees can be hired regardless of their physical condition. But this is not the case with women. You are so skinny; will you be able to withstand the pace of work? You are 51 years old; how will you do the kitchen work? Questions like these have been asked of me. But male kitchen workers older than me were employed because they would be experienced, and the businesses would benefit from their experience."*

K33: *"One of my employers said that male kitchen workers work in harmony with each other in the kitchen; however, women constantly cause problems and fights. Therefore, he limits the number of female employees. As a female kitchen worker, I had to work even though I found this situation humiliating and depressing."*

The overall answers given by the women working in the kitchen department to the question "Are there any difficulties you face as a working woman at work?" are "Yes, there is no respect for the identity of working women," "Working women are left in the background," and "Work is divided into women regardless of their abilities." Some of the answers given by the participants to this question are as follows:

K28: *"The conversations of male employees in the kitchen area and during work can be careless and rude. I think they consider the concept of "the kitchen has no gender" as "a kitchen is a place where bad words can be used freely." This situation can be abrasive due to the conditioning of ignoring, acting like you don't exist, and managing."*

K11: *"The thing that bothers me the most is that male kitchen workers see us in the background and humiliate the things we do. For instance, I work in the cold kitchen section, and according to one section chef, only salad can be prepared in my division. When the cold kitchen section is explained as a simple and non-work-loaded section, I feel that the work done by women is ignored."*

K19: *"I think that the perception that women are the assistants for male kitchen workers has gained a place in kitchens. Men work very recklessly without any workbench or area cleaning. Women, on the other hand, can be held responsible for cleaning both their area and the area of the other male kitchen attendant. Plus, she is shamed when she does not clean his area. This situation is very disturbing."*

The overall answers given by the women working in the kitchen department to the question *"Have you experienced any harassment or discrimination specific to your female identity in your working life?"* are *"verbal abuse and mobbing," "assignment only in certain sections,"* and *"earning less than a male kitchen worker despite the same job or status."*

K32: *"When I was expected to do additional work even though it was not in my job description, and when I did not, I often experienced verbal abuse and pressure such as "Quit the job, go out, you know". I also know that many women continue to experience this."*

K33: *"We were told we had to use our days off during the week to allow the male kitchen staff to take the weekend off. This situation pushed us working women to have negative thoughts about work and the workplace."*

K40: *"During my breaks, the section chef would look at his watch while passing by, and this would cause psychological pressure on me. Most of the time I did not want to take a break. However, male employees could spend time in the break area to drink tea, without even waiting for the break time when their work was finished. There would be no situation that would attract the attention of the chefs. As a woman, I believe it is very difficult to exist in this sector."*

DISCUSSION AND CONCLUSION

Within the scope of this research, the problems based on gender discrimination experienced by 40 women working in the kitchen departments of food and beverage businesses in Kütahya were determined, and the effects of these problems on the work motivation of working women were emphasized. Within the scope of the research, in light of the answers given to the questions directed to working women, it was understood that the main reason for women working in the kitchen department to choose this profession is to love cooking and serving. In addition, due to the large number of food and beverage businesses, the opportunity to find a comfortable job and the fact that they think that they have a tendency to kitchen work are among the reasons for choosing this profession. According to the answers given to the question of whether the participants received support from their families for their work in the kitchen department, the families of 14 women were not supportive while the families of 10 women were supportive. On the other hand, the families of 16 women did not support them at first, but as a result of their efforts and persistence, the family started to support them. Öztürk, Tankuş and Durmaz (2021) stated in their research that the kitchen profession has a masculine structure. It has been understood that women working in the kitchen department have

difficulties in getting support from their families because of the thought that this profession appeals to men rather than women. As stated in Eagly's (1997) Social Role Theory, it has been observed that male employees take more roles in jobs that require management and administrative responsibility, and this situation has not changed in the kitchen department. A similar result was also obtained in this study. When the findings are examined, 171 of 267 kitchen workers are male, and 96 are female kitchen workers. This situation is because men are more determined and professional than women (Cano, 2019). According to the research findings, the responsibility of taking charge of the chef and managerial positions in the kitchen department is given to male employees rather than women. Only 5 out of 40 female kitchen workers can work as section chefs. It is thought that one of the biggest reasons for this disproportion is stereotypes. Min (2020) defines stereotypes as "*cognitive judgments that include knowledge, beliefs and expectations about a group*" and emphasizes that stereotypes are highly resistant to change. When gender stereotypes are examined, it is understood that the phenomenon of femininity is equated with high-capacity caring, passivity, and physical and emotional weakness, while the phenomenon of masculinity is equated with power, competition, rationality and independence (Heimer and Coster, 1999). According to this, women working in the kitchen department are seen as more suitable for various duties other than management, with the perceptions shaped around social patterns.

According to the findings obtained within the scope of the research, 28 out of 40 participants stated that being a woman is a disadvantage in terms of employment and promotion. It has been observed that factors such as the phrase "only male employees will be recruited" in job advertisements, the questioning of situations such as the woman being married or having small children, and the preference of single women in terms of not having a travel barrier, directly reveal gender discrimination. This situation is similar to the studies of Dalkıranoğlu and Çetinel (2015). When the gender-based working problems of women working in the kitchen department are examined, it is understood that working women are frequently exposed to behaviors such as verbal harassment and mobbing, and this situation has resulted in the consequences of changing professions and workplaces. Similar to the study of Keskin and Kızılırmak (2020), it has been determined that women working in the kitchen department are exposed to behaviours such as verbal harassment, low wages and being ignored. On the other hand, it has been understood that women are not taken seriously as competitors due to stereotypes, their decisions and ideas are not respected, and they are exposed to slang speech by other male employees working in the same environment (Druckman, 2010). This situation not only creates a feeling of worthlessness in female kitchen workers but also affects their work motivation and causes them to make decisions to move away from the profession.

This study has determined that women working in the kitchen departments of food and beverage businesses experience many direct and indirect problems arising from gender discrimination. Irregular working hours require women to show more patience and perseverance by working under more difficult conditions than males due to their social burdens. In addition to these challenging conditions, women working in the kitchen department are exposed to behaviours that need to prove themselves more, from recruitment to holding and advancing in the workplace. The quality of being a wife and mother given to women by society, on the other hand, can become an obstacle in front of their careers. In this case, women must develop strategies such as quitting jobs, postponing having a child, or creating harmony between work and life. On the other hand, employing women as assistants in intermediate duties, regardless of their professional abilities and competencies, hinders the advancement of women.

Suggestions that can be given in terms of research findings are listed below:

Managers with the competence to provide equal opportunities for women should be trained, and businesses should prefer these managers.

The phrase "especially male employees" should be removed from the employment legislation of employers.

It should be ensured that the factors affecting the participation of women in the kitchen departments and the problems they may encounter are brought to the managers through awareness training.

Businesses should support women to receive vocational training.

For women to be more involved in the kitchen departments, studies should be increased to determine the problems experienced by women, and measures should be taken in this direction.

Work areas should be designed in a way that does not allow gender discrimination.

Sanctions should be applied to employees who have inappropriate attitudes and behaviours towards the sexual identity of women working in businesses.

Employees should be made aware of gender equality by providing training from experts.

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