

4 Exploring the role of trade unions in creating fair and decent hospitality workplaces for all

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Abstract

This chapter examines the evolving role of trade unions within the Norwegian hospitality sector. The chapter explores various challenges that unions face, including low membership rates, changing work conditions and a highly transient workforce. Key drivers for unionisation such as fair wages, increased staffing and ensuring workplace safety for members are identified, while high fees and limited perceived benefits remain barriers to membership. The chapter also examines how trade unions can stay relevant in light of shifting working conditions in the hospitality industry. Drawing on findings from a survey of Norwegian hospitality employees, it highlights workers' perceptions of unions and discusses strategies for enhancing engagement, especially among young and migrant workers. Despite challenges in light of changing work conditions and expectations, unions remain crucial to ensuring fair and just labour conditions for hospitality workers. Key factors that can improve hospitality work are improving wages, staffing and enforcing labour laws, as well as fostering respect and better communication between managers, customers and employees.

Introduction

This chapter explores the role of trade unions in the Norwegian hospitality industry, emphasizing their efforts to address central labour challenges through collective bargaining and by encouraging increased dialogue between employers and employees. The chapter examines Norwegian hospitality employees' perceptions of trade unions and addresses future challenges for unionisation by reviewing relevant literature and analysing findings from a survey that primarily focused on unionised employees' perceptions of working in the hospitality industry. By highlighting the role of trade unions, this chapter aims to provide a comprehensive understanding of their impact and significance in promoting fair and decent working conditions for hospitality workers in Norway. Building on this, the chapter examines how trade unions can remain relevant in an industry