The concept of diversity is still vague and misunderstood. Only 33% of the total sample were able to define the concept. The concept is still too narrow.

Family related issues and nature of females were the most barriers confront them during their work.

Casual employees were dealt differently in relation to permanent employees in the area of training.

Handicapped chance to be employed in hotels was dissatisfied. Mean = 6.2

Favoritism is widespread especially when recruiting new employees. This will produce bad recruiting results, unfair treatment, unequal chance, overall dissatisfaction, high turnover and death of innovation. Mean = 87.2

The hotel vision and mission statements were quite vague and not informed well. This means that there is a clear pitfall in orientation programs which have the great responsibility to spread the awareness of hotel vision and mission. Diversity was rarely stated in some missions of hotels.

Diversity awareness programs and initiatives provided within the hotel were limite.