

## ABSTRACT

After assessing what barriers are in place that impede the success of Asians and Asian-Americans, content analysis was utilized to determine what could be done to alleviate these issues. One of the bigger issues that came up frequently was the lack of advancement opportunities given to people in these communities. Over 25% of the workforce is a part of this demographic but only 11% are either executives or managers. When Asian people are put into positions of power they are often put there to fix an underlying issue or “go down with the ship”. This puts these executives in a very precarious position. They either solve the problem and get shuffled out of office, or ruin their reputation by being known as the head of a failed company. These issues can be alleviated by making work environments more meritocratic, allowing those who work the hardest be in the highest positions regardless of their ethnicity, race or gender.

## INTRODUCTION

Both the Asian and Asian-American communities face a myriad of issues on a daily basis. While some like to downplay their struggles their efforts still go unnoticed by many in their chosen industries. Even when they get opportunities to rise up they are put in positions that are expected to fail and fizzle away. The issues that affect the Asian and Asian American communities that we are focusing on in this paper are stereotypes, how student success, and the barriers that impede that, are the first step to forging a successful career, cultural erasure, the lack of promotion opportunities, and the “Bamboo Ceiling”.

## METHOD

The method that we used was description content analysis as a way to analyze various videos, articles, and professional studies about issues that Asian Americans face in the workforce every day. Through content analysis we were able to analyze patterns in communication that shows the consistent lack of programs and attention for Asian American groups throughout the modern work environment, as well as use the information gathered to analyze solutions that can bring continuous change in their opportunities and everyday work environment.

# Working with Asians and Asian-American in the Hospitality Workforce

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## RESULTS

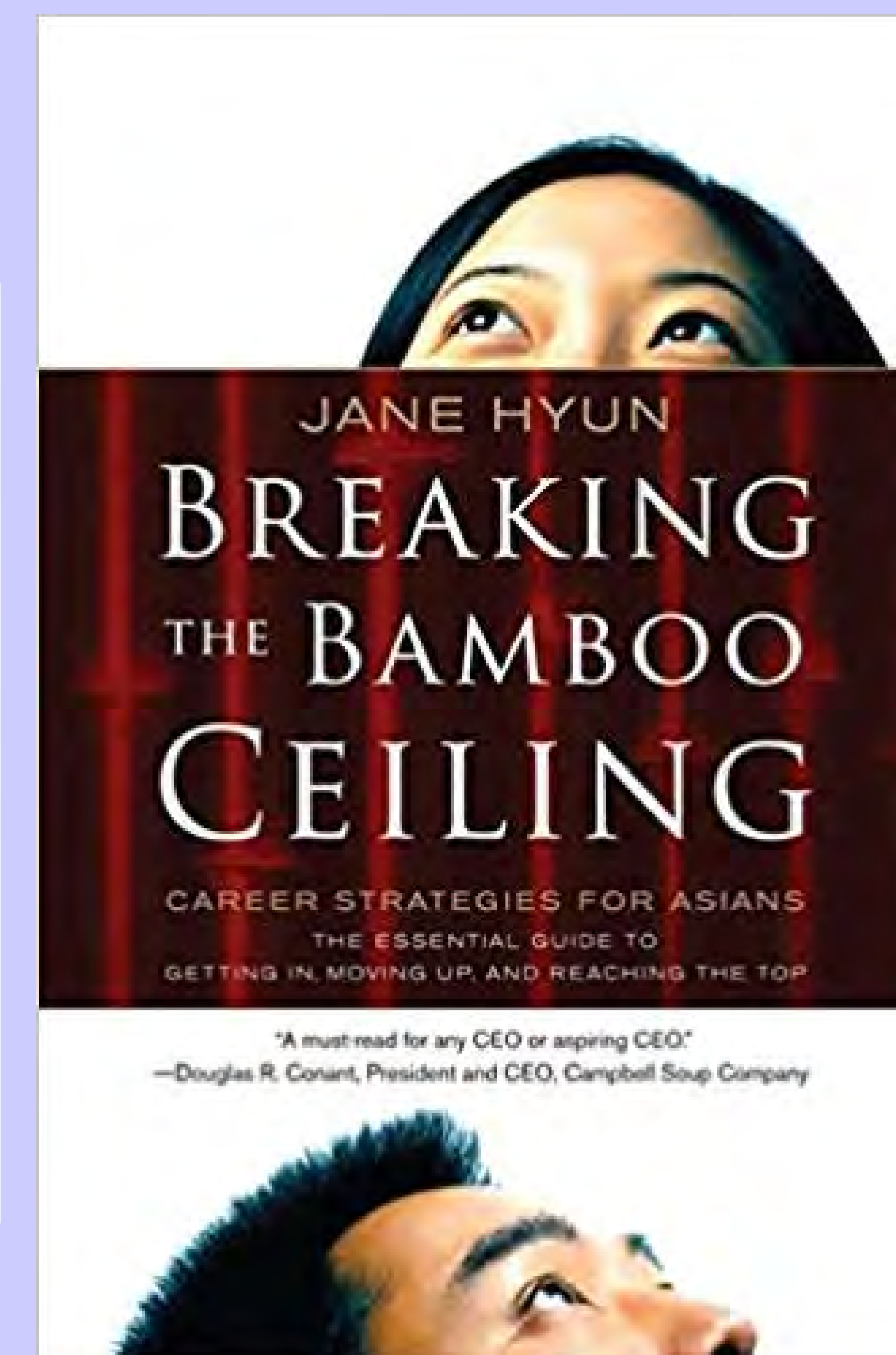
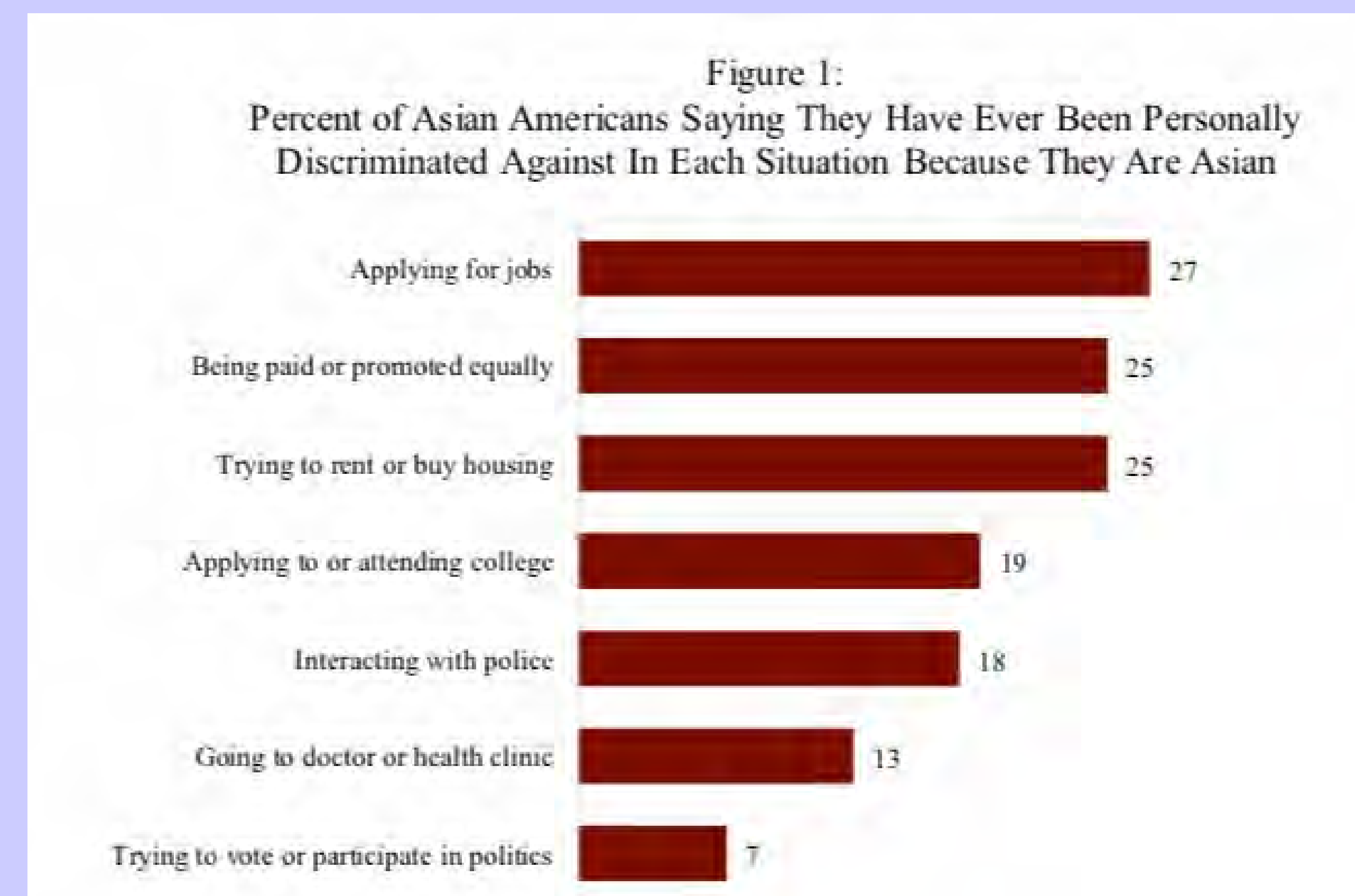
It is necessary to be data-driven and to carefully review the retention and promotion rates of Asian Americans in an analysis of race and gender. It is critical to institutionalize Asian American leadership as one of the goals and sustained priorities of the company’s leadership development process, not just a one-time special diversity project. In order to combat issues in the Asian American workforce companies must stop the stereotyping of Asian American cultures as well as use consistency in their programs for workplace advancement.

One of the major issues facing Asian Americans is a form of the glass ceiling, otherwise known as the bamboo ceiling. A term coined by Jane Hyun in her book, *Breaking the Bamboo Ceiling* Jane talks about the similarities between women’s problems in advancing to higher management levels and Asian American’s inability to progress in the same way.

An example of these problems are the lack of Asian American CEOs or the practice of using them as a last resort for failing companies. Asian Americans are the least likely racial group to be promoted into Silicon Valley’s management and executive levels, even though they are the most likely to be hired into high-tech jobs. Goldman Sachs reported that 27% of its U.S. professional workforce was Asian American, but only 11% of its U.S. executives and senior managers, and none of its executive officers, were.

## CONCLUSION

An effective non-discriminatory policy needs to be put in effect by the Human Resources department. The policy should state that a promotion should not be denied on the basis of race or ethnicity. The non-discriminatory policy needs to be a priority and not a once a year policy to ensure that Asians and Asian Americans are getting to work in higher management positions. The CEO and leaders in high management positions need to be aware of who is in the higher positions so that Asians and Asian Americans in the workforce can be part of that management percentage and not be excluded. This policy needs to be routinely checked and enforced to ensure that this is not a one time and done policy but rather a policy that is effectively managed throughout the year.



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