

**A STUDY OF SATISFACTION LEVEL OF HOTELIER
REGARDING TRAINED TRAINEES OF FOOD &
BEVERAGE SERVICE UNDER HUNAR SE ROZGAR TAK
SCHEME WITH SPECIAL REFERENCE TO UDAIPUR.**

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Abstract

The Ministry of Tourism, Government of India started an initiative titled Hunar Se Rozgar Tak. The basic purpose of this initiative is to provide skill certification / up-gradation of the existing service providers they are working in unorganized sector. Hunar Se Rozgar Tak is an initiative that has a strategy to reduce skill gap in the sector. Aim of this paper is to find out the satisfaction level of hotelier or employer with regard to HSRT trained trainees. five point likerts scale questionnaire were used percentage and mean were applied to find out the result.

Key Words: *Skill development programmers, Hotel industry.*

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Introduction

The Ministry of Tourism, Government of India started an initiative titled Hunar Se Rozgar Tak. The basic purpose of this initiative is to provide skill certification / up-gradation of the existing service providers they are working in unorganised sector. Hunar Se Rozgar Tak is an initiative that has a strategy to reduce skill gap in the sector.

The Hunar Se Rozgar Tak (HSRT) scheme was launched in 2009-10, for creation of employable skills amongst youth belonging to economically weaker strata of the society. The Hunar Se Rozgar Tak programme is fully funded by the Ministry of Tourism.

The basic objective of Hunar Se Rozgar Tak Scheme (HSRT) was to reduce the skill gap through this initiative, that afflicted the Hospitality and Tourism Sector.. Initially, the initiative covered only two trades, namely Food Production and Food & Beverage Services, other trades Housekeeping and Bakery were added later. Apart from the hospitality related trades, the Hunar Se Rozgar Tak also offers training related to:

- a. Driving skills.
- b. Revive the languishing skill of heritage conservation and stone masonry.
- c. To impart skills to benefit a Golf Caddy.

The common features of the training programmes under the HSRT are:

- The trainees should be in the age group of min18- max. 28 years.
- Each training programme is of short duration – from 4 weeks to 8 weeks.
- Government will provide financial assistance; no fees will be chargeable to the trainee.
- Each trainee will be entitled to incentives comprising free lunch, a set of uniforms and stipend during the time of training.
- Training institutes will get Training cost by Ministry of Tourism, Government of India.

- The implementing institutes entitled to a payment of 5 to 10 percent of the respective programme costs to cover their administrative expenses.

Review of literature on Hunar se Rozgar Tak Initiative

Kanchan, S., & Varshney, S. (2015) described the present status of skills in India. Skills and knowledge are key drivers of macro economic growth and socioeconomic stability. Appropriate policies for the skill development occupy a dominant place in the development of economy. According to five year plan, India has set aggressive goals for faster and sustainable economic growth of nation. Reaping the benefits of demographic profile looks more of a fantasy than reality due to quantity and quality gap in terms of skilled workforce in India. It is estimated that India will face a demand of 500 million skilled workers by 2022. According to the Government of India estimates, 93% of workforce employment is in the unorganized or informal sector, which is not supported by a structured skill development system. No training on employable skills is being given to young people who can provide them with employment opportunities as per current education system. Workers in the unorganized sector are often skilled informally or on-the-job.

S, S. K. (2017) described scope in details, The Ministry of Tourism has a programme in place, namely Hunar Se Rozgar Tak (HSRT), to impart tourism and hospitality specific skills to young persons aspiring to join the tourism sector. Under another programme called Skill Testing & Certification, the Ministry tests and certifies the skills of the existing service providers already employed/engaged in the sector. Under the HSRT programme, courses are offered in hospitality and trades. The scope of HSRT programme is expanded to allow the All India Council for Technical Education (AICTE) /National Skill Development Agency (NSDA)/Government approved private hospitality institutes as also the industrial units, industry associations and skill imparting bodies with proven credentials for it. Under the skill testing and certification programme, the existing service providers are oriented for 5 days and on the 6th day their skills are tested and certified. The programme is delivered by the Ministry of Tourism sponsored Institutes of Hotel Management and Food Craft Institutes.

Group, I. (2015) in his study of Hunar se Rozgar Tak over 1.94 lakh persons had been trained upto March 31, 2015 under the programme 'Hunar Se Rozgar Tak' (HSRT) of the Ministry of Tourism. The HSRT initiative is being implemented through expert institutions including the Indian Institute of Tourism and Travel Management, Institutes of Hotel Management, Food Craft Institutes and India Tourism Development Corporation. The State Governments/Union Territory Administrations have also been authorised to implement the initiative through Institutes selected by them for purpose. It is also mandatory for certain star-classified hotels to train a prescribed minimum number of persons. As of now, the HSRT Initiative covers four hospitality trades namely food production, food & beverage service, housekeeping utility and bakery & patisserie. Besides, there are programmes in place to bring up drivers, tourist facilitators, event cilitators, tour assistants, transfer assistants and office assistants.

Research Methodology:

Data source	primary , secondary
Sampling	Convenience Sampling
Sample size	218
instrument	Questionnaire (Five point likerts scale)
Statistical tool Used	Percentage and mean

Demographic Profile of Respondents

This section of chapter will deal with the demographic profile of respondents i.e. Age, Educational Qualification, marital Status etc.

Table:1 Gender of Respondents

Gender	N	Percentage
Male	145	66.5
Female	73	33.5
Total	218	100

The general profile of respondents with regards to their gender is presented in table 4.1.1. Maximum numbers (N=66, Percentage=82.5) of respondents were male and rest 17.5% respondents (N=14) were female.

Table 2 : Age of Respondents

Age (In Years)	N	Percentage
18 to 20	24	11.0
20 to 22	71	32.6
23 to 25	91	41.7
26 to 28	32	14.7
Total	218	100

From the above table it can be seen that majority of respondents belong to the age group of 23-25 (41.7), 32.6 % were found between age group of (23-25). Least respondents were found between the age group of 18-20.

Marital Status of Respondents

Table 2: representing the marital status of respondents, Majority of respondents (N=168, Percentage=77.1) were unmarried followed by married respondents (N=50, Percentage=22.9).

Table 3 : Marital Status of Respondents

Marital Status	N	Percentage
Married	50	22.9
Unmarried	168	77.1
Total	218	100

Marital Status of Respondents

Table no.3 : depicts that majority of respondents were found unmarried with 77.1 % where as 22.9% married.

Table 4: Qualification of Respondents

Qualification	N	Percentage
8th Pass	25	11.5
10th Pass	101	46.3
11th Pass	4	1.8
12th Pass	88	40.4
Total	218	100

Table 4 represents the classification of respondents according to their qualification. Majority of respondents (N=101, Percentage=46.3) were 10th Pass followed by 12th Pass (N=88, Percentage=40.4) and 8th Pass (N=25, percentage=11.5). There were only 1.8% respondents (N=4) who were 11th pass.

Employees Skills after HSRT Training

Hoteliers were asked to indicate the quality of their staff skills after completion of HSRT training program and results received are presented in below tables. The mean score of all the skills is ranging from 3.62 to 4.18, which projects that employees are possessing good quality of all the skills.

Table 5: An opinion regarding personal hygiene

Statement	Mean score	Result
Personal hygiene in daily routine	3.74	Good

Above question were asked to the hotelier where HSRT trained staff is working. They were found good in personal hygiene in daily routine with mean score 3.74.

Table 6: An opinion about knowledge of first aid

Statement	Mean score	Result
Basic principles of first aid	3.62	Good

From the above table it can be seen that trained staff by HSRT are well aware about basic principle of first aid with mean score 3.62.

Table :7 An opinion about knowledge of Maintenance of crockery glassware cutlery

Statement	Mean score	Result
Maintenance of crockery, glassware, cutlery	4.00	Good

Above table depicts knowledge about maintenance of crockery glassware, cutlery of HSRT trained employees. They were found good with this statement.

Table 8 : An opinion about knowledge of Methods of food and beverage service

Statement	Mean score	Result
Methods of food & beverage service	4.14	Good

Employer found that trained staff by HSRT has good knowledge about methods of food and beverage service.

Table 9: An opinion about knowledge of Methods of food and beverage service

Statement	Mean score	Result
Practical knowledge of table covers & napkin folding.	4.18	Good

Table no. 8 depicts about knowledge about table cover & napkin folding. Employer found that HSRT trained staff has good practical knowledge about the same with mean score 4.18.

Conclusion:

From the above study it can be concluded that trained staff by HSRT are doing good in Food and beverage service department of various hotels of Udaipur. Employers are satisfied with getting employees through HSRT.

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