

# A Study of Hunar Se Rozgar Tak (HSRT) Training Reducing the skill gaps in kitchen at Hotel industry in 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. 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. Another objective was to put in place a dispensation to ensure that the economic benefit of a growing tourism and hospitality reached the poor families, youths. Initially, the initiative covered only two trades, namely Food Production and Food & Beverage Services, other trades Housekeeping and Bakery. Aim of this paper is to find out HSRT training reducing the skill gaps in kitchen at hotel industry. Questionnaire was based on nominal scale, in some cases a simple dichotomous scale having yes and no was also used, percentage and mean were applied to find out the result.

**KEYWORDS:** *Skill development programmers, Hunar Se Rozgar Tak, Kitchen, Hotel industry, Hospitality, Tourism.*

## Introduction

Today, youth across the world faces serious challenges regarding skills and jobs, challenges fundamentally different from those their parents faced. In the globalized economy, completion has become intensified among firms and industries in developing and developed countries requiring their workers to have higher levels of skills to enable them to engage in innovation, improve the quality of products/services, and increase the efficiency of production. National Skill Development Policy was formulated in 2009. Skill development programmes of the Central Government over the years have been spread across the country. Large number of service providers being given certain inputs which can improve their behaviour and service levels at the establishments. Therefore a scheme was formulated wherein these service providers in the unorganised sector are given some inputs so as to upgrade their behaviour, service skills, and knowledge.

This Scheme is the 'Capacity Building for Service Providers (CBSP)'. The important areas being covered under the training include health & personal hygiene, cleanliness, basic service techniques, cooking techniques, garbage disposal, etiquette and basic manners, basic nu

trition values, etc. Basic tourism awareness, communication skills with the guest, behaviour towards guests, first aid, guest handling and behavioural skills, etc. are also covered in the skill development training programmes. The duration of the course ranges from 36 days to 48 days. 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.

### Review of Literature

**Ramaswamy, N., & Vilvarayanalluar, M. (2017)** as per report, that to meet the demand for skilled trained manpower in the hospitality and tourism industry and unorganized sector, the Ministry of Tourism created institutional infrastructure in the form of Indian Institute of Tourism & Travel Management, Institutes of Hotel Management and Food Craft Institutes. The public or private institution has provided general training, learning and development. Institutions are working with the employer to upgrade work force skills, and government-run skill-improvement schemes, it is observed that there is a variation in the quality of training imparted to students. This affects their social standards as well as employability for job roles and they pay no fee to trained students they are retrained under the scheme. While government has provided financial assistance to number of institutes to increase the space, concern over the quality of supply, as well as trainers continue to exist in the industry.

**Pani, A., Das, B., & Sharma, M. (2015)** investigated that today's corporate houses require employing skilled youth to compete in the global competitive market and the generation next in India want decent jobs. Until now there is a mismatch between non-company's manpower requirements and the demand skills among prospective human resources. Viewing the rising need of accomplishment, Hilton Worldwide has collaborated with the International Youth Foundation to lend a hand to furnish Indian youth with skill sets and equip them for jobs in the tourism & hospitality industry. With the launch of Bright Blue Futures and other stirring initiatives tourism firms are leveraging the mammoth skilled capital and proficiency with the hospitality companies require from generation next across the globe. The main purpose of the firms is to work unitedly to unlock the talents from India generation next to develop, flourish, and go ahead. The tourism industry is undergoing an electrifying stage. Ministry of Tourism under the scheme of "Capacity Building for Service Providers", has supported Institutes to conduct Skill Development Programmes known as "Hunar Se Rozgar Tak". The programme has been aimed at targeting rural youths with not much means and in need to gain skills to employment.

**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 training initiative is being implemented through educational partner institutions including the Indian Institute of Tourism and Travel Management, Institutes of Hotel Management, Food Craft Institutes and India Tourism Development Corporation and they are running under ministry of tourism, Government of India. 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 and boutique hotels to train a prescribed minimum number of persons to develop skills and knowledge in them. As of now, the HSRT Initiative covers four hospitality trades namely food production, food & beverages service, housekeeping utility and bakery &

patisserie. Besides, there are programmes in place to bring up drivers, tourist facilitators, e-vent facilitators, tour assistants, transfer assistants and office assistants.

**Moushumi, B. (2015)** Government of India should strike out the concept of tourism as a business activity; rather it should imbibe as a facilitator for the development and upliftment of the social, cultural and economic aspect of both people engaged in it and the society. Government insisting the star hotels, small hotels and multicuisiner restaurants, both private and governmental, to serve Indian dishes, regional foods and that should be made mandatory, and the hotels should have live kitchen, to be set up to showcase the heart of Indian culinary in a visual manner. The ministry of tourism, Govt. of India should come forward to set up more & more hotel management & food craft institute in the country to bridge the gap in hospitality sectors. Also the ministry of culture & tourism, Gov. of India should give more emphasis on CBSP, Hunar Se Rozgar Tak programme where the below poverty line students will get an exposure and learn the culinary artistic skills which will help in future to heighten the Indian cuisine to a greater extent. Government of India through the Railway sectors must begin to boost the regional cuisine by providing the food from the regions which the trains are travelling.

**Gogoi, R., & Boruah, B. (2014)** gave following suggestions may be given for improvement of culinary tourism in North East India:

- 1) Recognition and protection of local culinary products in a systematic manner and its rationale elevation with focus on sustainability.
- 2) Culinary tourism to be given greater thrust as a product of niche tourism.
- 3) Hunar Se Rozgar' (from skill to employment) programme should be more focused on honing the culinary skills in ethnic food of the region.

### Research Methodology:

**Data Sources:** The study conducted with the primary, secondary and other qualitative input that examines the significance of Hunar Se Rozgar Tak in hotel industry, job opportunities in hotel industry after Hunar Se Rozgar Tak, effect of Hunar Se Rozgar Tak training programmes on employee skills and job satisfaction level among trained manpower through Hunar Se Rozgar Tak scheme.

**Sampling:** The sample of HSRT trainees has been selected by using purposive sampling method.

**Sample Size:** The sample size for the HSRT trainees is 218.

**Statistical Tools:** The data was analyzed using different methods i.e. Mean, standard deviation etc. Chi square and t-tests were used to test the hypotheses.

### Demographic Profile of Respondents

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

**Table 1: Gender of Respondents**

Gender	N	Percentage
Male	145	66.5
Female	73	33.5
<b>Total</b>	<b>218</b>	<b>100</b>

The general profile of respondents with regard 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% were

spondents(N=14)werefemale.

**Table2:AgeofRespondents**

Age(InYears)	N	Percentage
18to20	24	11.0
20to22	71	32.6
23to25	91	41.7
26to28	32	14.7
<b>Total</b>	<b>218</b>	<b>100</b>

Intermsofagemajorityofrespondents(N=91,Percentage=41.7)belongtotheagegroup of23-25yearsfollowedby32.60%respondents(N=71)whobelongtotheagegroupof20to22years. Therewere14.7%respondents(N=32)whowerefromtheagecategoryofabove26to28yearsand11%respondents(N=24)werefrotheagecategoryof18to20years.

**Table3:QualificationofRespondents**

Qualification	N	Percentage
8thPass	25	11.5
10thPass	101	46.3
11thPass	4	1.8
12thPass	88	40.4
<b>Total</b>	<b>218</b>	<b>100</b>

Table3representsheclassificationofrespondentsaccordingtotheirqualification. Majorityofrespondents(N=101,Percentage=46.3)were10<sup>th</sup>Passfollowedby12<sup>th</sup>Pass(N=88,Percentage=40.4)and8<sup>th</sup>Pass(N=25,percentage=11.5). Therewereonly1.8%respondents(N=4)whowere11<sup>th</sup>pass.

**EmployeeetrainingskillsinkitchenafterHSRTtraining**

Whendidaskedtothemanagers/ownersabouttheefficiency,qualityoftheirstaffskill safercompletionofHSRTtrainingprogramandresultsreceivedarepresentedinbelowtables. Themeanscoreofalltheskillsisrangingfrom3.62to4.18,whichprojectsthatemployeesarepossessinggoodqualityofalltheskills.

**Table4:Anopinionregardingpersonalhygiene**

Statement	Meanscore	Result
Dailypersonalhygieneroutine	3.48	Good

Abovequestionwereaskedtothemanagers/ownerswhereHSRTtrainedstaffisworking. Theywerefoundgoodinpersonalhygieneindailyroutinewithmeanscore**3.48**.

**Table5:Anopinionregardingpersonalhygiene**

Statement	Meanscore	Result
Variousknifeskills	3.74	Good

Abovequestionwereaskedtothemanagers/ownerswhereHSRTtrainedstaffisworking. Theywerefoundgoodinpersonalhygieneindailyroutinewithmeanscore**3.74**.

**Table6:Anopinionregardingvariousmethodsofcooking**

Statement	Meanscore	Result
Variousmethodsofcooking	3.81	Good

Above question were asked to the managers/owners where HSRT trained staff is working. They were found good in personal hygiene in daily routine with mean score **3.81**.

**Table 7: An opinion regarding basics about fruits & vegetable cutting**

Statement	Meanscore	Result
Basics about fruits & vegetable cutting	3.45	Good

Above question were asked to the managers/owners where HSRT trained staff is working. They were found good in personal hygiene in daily routine with mean score **3.45**.

**Table 8: An opinion regarding basics about Stocks, Gravies, Sauces**

Statement	Meanscore	Result
Basics about Stocks, Gravies, Sauces	3.61	Good

Above question were asked to the managers/owners where HSRT trained staff is working. They were found good in personal hygiene in daily routine with mean score **3.61**.

### Conclusion:

From the above study it can be concluded that trained staff under Hunar Se Rozgar Tak are doing good in kitchen department of various establishments of Udaipur. Hotel owners of big and small establishments are satisfied with getting employees through Hunar Se Rozgar Tak (HSRT).

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