

GREAT EXPECTATION

*A REVIEW OF YOUTH EMPLOYMENT UNDER THE CHIEF
MINSTER'S CORPUS FUND IN COLLABORATION WITH ITFT, CHANDIGARG*

Hekani Jakhalu
YOUTHNET
February 2006

YouthNet is a non-profit organization with a mission to help youth acquire knowledge, develop life skills and form attitudes to enable them to become self directing, positive, productive, responsible and contributing members of society through active participation and involvement.

YouthNet works in partnership with community residents, grassroots organizations, government agencies, educational institutions, corporations and philanthropies in all aspects of development while actively engaging youth in the process.

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Acknowledgement

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- Mr Lalhuma, Addl.Chief Secretary and Development Commissioner for entrusting YouthNet with this daunting task.
- Ms Aolemla Ao(ADC),Ms Kevileno Angami (OSD) and the Planning and Coordination Department for being patient with me and for all the help.
- My ten volunteers with special mention of David Ngone. Without you guys, this study would not have been possible. We did it again.
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- Saumya Bhaumik, for your selfless professional help.
- Mr B.J Panda, Member of Parliament and Board Member, YouthNet for your invaluable and judicious advice.

Preface

This is YouthNet's first study towards our aim to assist the Government and to work in partnership with the Government in matters relating to youth affairs. There has been a growing distance between the Government and the youth perpetuated especially by the unemployment crisis. YouthNet has been working towards bridging this gap. We urge the Government to 'WORK WITH YOUTH AND NOT WORK FOR YOUTH'.

Mr.Lalhuma, (IAS), Addl.Chief Secretary and Development Commissioner, lending out his hand to YouthNet and commissioning us to make an independent assessment of the Government's programme is a positive sign and we are confident that this is a step towards a strong Government-Youth partnership.

There has been too much of pointing of finger- the Government blaming the youths of being lazy and the youths blaming the Government of being non-transparent and corrupted. Not making an effort to understand each other further deepens the mistrust. Point in note, ITFT/CM Corpus Fund Employment Programme is a fully North East Council sponsored programme, with the Government of Nagaland having nothing to do with the funds except for the traveling allowance and the co-ordination. But how many were led to believe that the Government of Nagaland might have pumped in lakhs of rupees in the Institute and thus look at the Government suspiciously. This is what is non-transparency all about. This could have been steered clear of had the Government made pro-active disclosure. The *Right to Information Act, 2005* is a powerful tool which could be used by both Government and youth in bringing about a clean, clear and transparent system.

YouthNet applauds the effort of the Rio Government to promote and accommodate youths in finding jobs and making them self secured. The good intention could sometime turn to the wrong direction if not articulated and strategized appropriately. If the Government would understand this and rectify accordingly then it would be unjust on part of the youths to hit the Government for the sake of hitting.

It is time the Government and the youths join hands. It is time we create a win-win situation.

Hekani Jakhalu

I. Background & Purpose

Tackling unemployment problem is one of the top priorities of the Government of Nagaland. Efforts have been made that this issue is being addressed and some solution is brought out. One such effort is the programme on Youth Employment under the Chief Minister's Corpus Fund. This is jointly sponsored by the Government of Nagaland and the North East Council. Under this programme, 3 months training is imparted to graduate students in service industry management at Institute of Tourism and Future Management Trends (ITFT), Chandigarh. Thereafter, trainees get their placement in different service sectors and business houses such as hotels, retails and call centers all across the country and some in Dubai.

There has been a growing concern of many youths dropping out after being selected either at the training stage or after getting recruited and after working a couple of months. On the other hand we have youngsters who were still continuing with their jobs and doing well at it. It was considered a fair deal if those who were still currently employed were interviewed in order to understand what keeps them going. In order to understand the positive aspect it was imperative to know how they are surviving while others have failed.

It was also essential for the Government to know whether their target is being accomplished. Which area needs to be improved or which area needs to be sustained. This would help the Government to re-strategies the programme if need be so that the best method could be adopted. Thus streamlining the programme, so that the very purpose of its being – to positively impact on a youth's life for his/ her self-employment – is achieved.

Break up of funds:

- | | | |
|--|------------|-------|
| 1. Training period for 3 months @ Rs 10, 000 per head. | =Rs 10,000 | - NEC |
| 2. Board /Food for 3 months @Rs 3,000 (per month.)x 3 months | =Rs 9,000 | -NEC |
| 3. Traveling allowances (Dimapur-Chandigarh) | =Rs 3,000 | -GON |

II. Aims & Objective of this Study

Any programme or plan needs a follow up study so as to assess whether such programme /plan is fulfilling its objective in the first place.

The main objectives of this study are;

- a. To find out how our youths employed under the CM Corpus Fund/ ITFT programme are fairing.
- b. To understand the success and the failure of the ITFT, Chandigarh Programme – how it has helped some and failed others. This study would help the Government to asses its programme
- c. To understand and hear the voice of the youth –their expectations from the Government and their relationship with the Government. These would further help the Government in formulating their policies and programmes on youth development as youth experience it.

III. Methodology

A. 10 Post graduate students of One Step Forward*- a Division of YouthNet, were hired to do the field work.

B. A data base of youths employed was provided by the Government. The list included the Names, Sex, Place of Employment with Address, and Salary. The names of 254 youths employed under the 3rd batch of May-July 2005, were provided according to the Government record. (**)

C. There were two type of interview

- a. Physical interview
- b. Non-Physical interview

All the places visited namely Delhi, Gurgaon, Rishikesh, Shimla, Jodhpur and Jaipur to were conducted physical interview.

Goa had a number of 13 employed according to the list but as we were unable to visit them, telephonic interview was conducted.

D. A set questionnaire was framed and questions were asked accordingly.

E. The field work was done by a team of two/ three. The first phase of the field work was concentrated in Delhi/ Gurgaon. The second phase was traveling to Jaipur, Shimla, Rishikesh and Jodhpur. These volunteers visited the workplace first as the address were provided and then speak to the youths either at their workplace or at

home. Volunteers were able to meet with these youths on a one to one basis to perform the survey.

F. The data which was collected through questionnaires are represented graphically for the purpose of analysis. The data was tabulated using the statistical package –Microsoft Excel Program.

Research Timeline

i. Proposal to the Government	10 th November 2005
ii. Study/ Research and field work	3 rd January – 3 rd February 2006
iii. Report	10 th February 2006

Notes

** One Step Forward consists of volunteers who are all post graduate students studying in Delhi. They have previously been given intensive training on research work.*

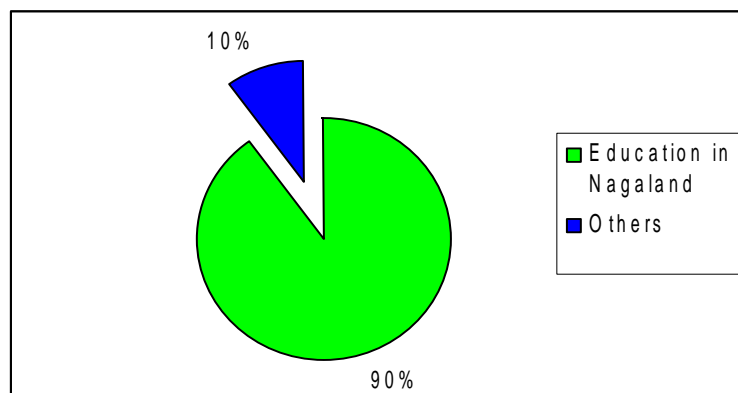
***12 places where youths are presently working were identified, namely, Delhi, Gurgoan, Jaipur, Jodhpur, Shimla, Rishikesh, Goa, Kerala, Chennai, Pune, Gwalior, Agra, Out of which 6 places Delhi, Gurgoan, Shimla, Jaipur, Jodhpur and Rishikesh were visited, the reason being more youths were concentrated in these places.*

Goa and Pune had 18 listed but were unable to visit as they were far from the Northern sector and the financial status would allow us only to stick to the Northern sectors. The other places Agra, Chennai, Gwalior and Kerala had only 10 all together and thus these places were dropped out from visiting for cost effectiveness.

IV. FINDINGS

A. Demography

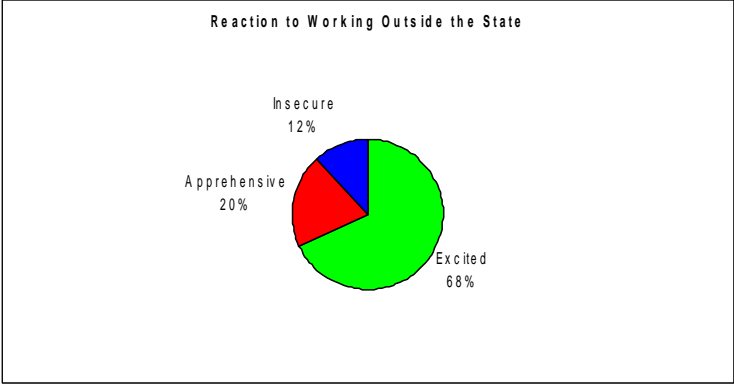
A.i 90% of youths studied or got their formal education in Nagaland. This shows that many of them are venturing out of the State to fend for themselves for the first time. The study shows that students who studied outside the Northeast hardly applied which implies that they are probably aiming for a higher positioned job. There was a clear absent of urban elite. Most of them belonged to large family size with 4-5 siblings.



Graph -A.i

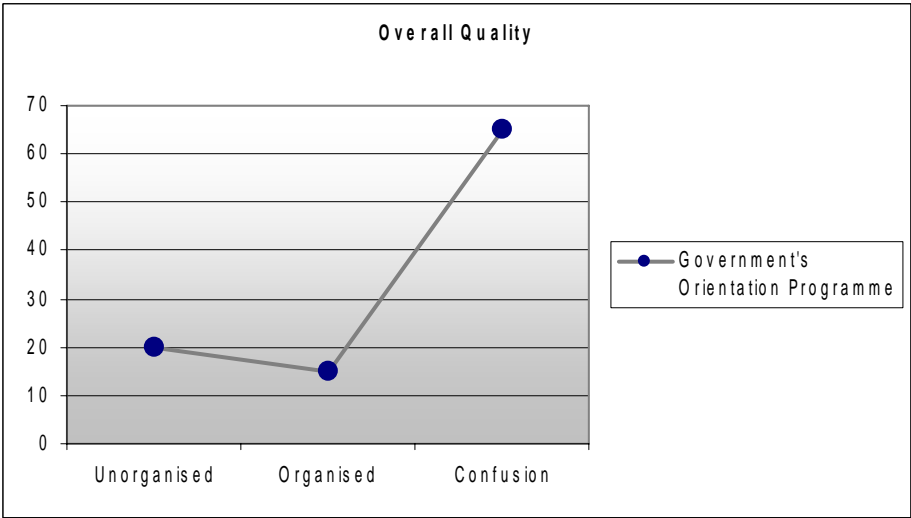
B. CM Corpus Fund Employment Programme

B.i Initial reaction to the Programme. This question was put forward in order to understand how our youths feel about the idea of working out of the State. The ITFT programme was known to many through the advertisement given by the Planning and Coordination Dept. in the newspaper. The reactions of many were that of excitement as they saw this as an opportunity for a good learning experience and an opportunity to be able to venture out of the State and explore job opportunities. They also believed this programme to be first of its kind and looked forward to what the Government was offering. Few were apprehensive and had a sense of insecurity going out of the State to work but they hoped that the programme being a Government initiative, they would be safe. It is hard to ascertain how many were excited but in reality serious to pursue this as their long term employment.



Graph-B.i

B.ii. Government's orientation programme: None of the students knew exactly what the programme was all about, at the most that the Government was going to train and help them get jobs in service management industry outside the State. The orientation and preparation before sending the students for training was very crucial. This would have helped them to prepare themselves of what was coming their way. Majority stated that orientation itself was confusing and not clear. In fact, there was no set orientation but more of coordination for traveling and allowances. At no point of time were they cautioned about the hitch they might face in the future and stated that everything portrayed seemed rosy. The reason why many could not sustain was because the reality was not up to their expectation. This could have been averted if the orientation could have cautioned about the difficulties they were likely to face in the future.

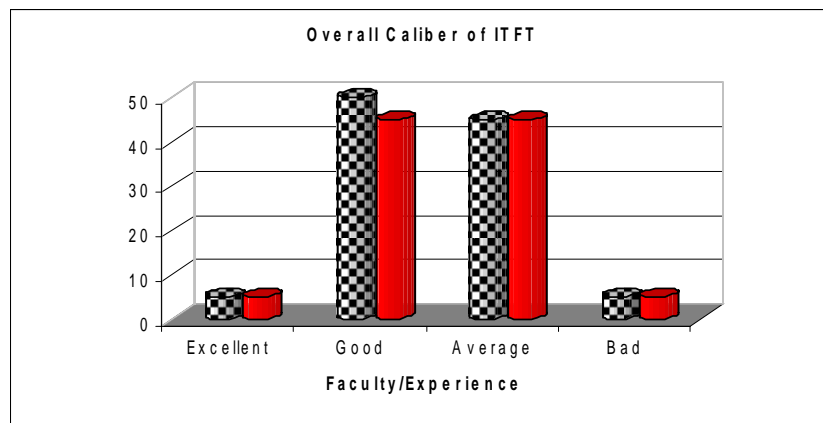


Graph-B.ii

C. ITFT- The Institute

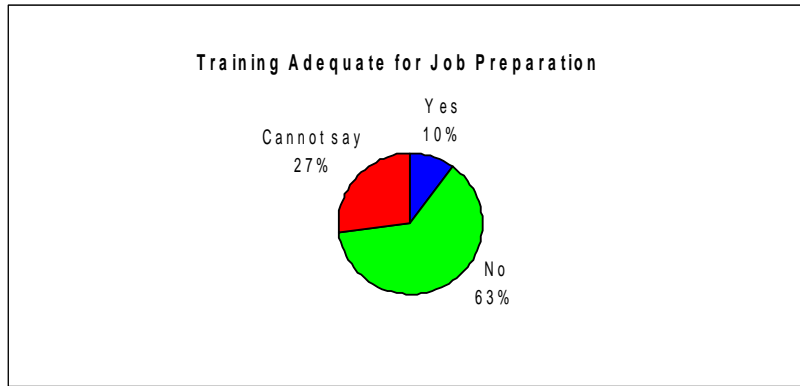
C.i. The Faculty: The overall rating of the faculty at the Institute was good. It was nevertheless observed that some faculty member had very little experience and some of them had the same degree and education qualification as the trainees. There was an equal mix of both experienced and inexperienced trainers.

The course curriculum was given thumbs down. There was no specialized course or training designed particularly for the programme. The infrastructure in the Institute were also not adequate and with limited space. The trainees complained that they were doubtful that it is a recognized institution or an institute with good standing as many people in Chandigarh itself were not aware of ITFT.



Graph-C.i

C.ii Training adequate for Job preparation: Though the official training period was for three months, interview and placement started within one and half month. At times the training and interview were held simultaneously thus adding to losing the concentration on training. To take up serious jobs in professional line, it is inevitable that the training has to be solid. Many did not believe that the training they received at the Institute was adequate enough for formal job preparation. They believed that the stay at the Institute was more of a warm up time and a time for coordinating and preparing for the companies to come and pick them up rather than a time where knowledge and skill is imparted to them. A quarter half of trainees were not sure, which shows that being first timers they are probably not aware of the inputs and training needed to prepare them for jobs.



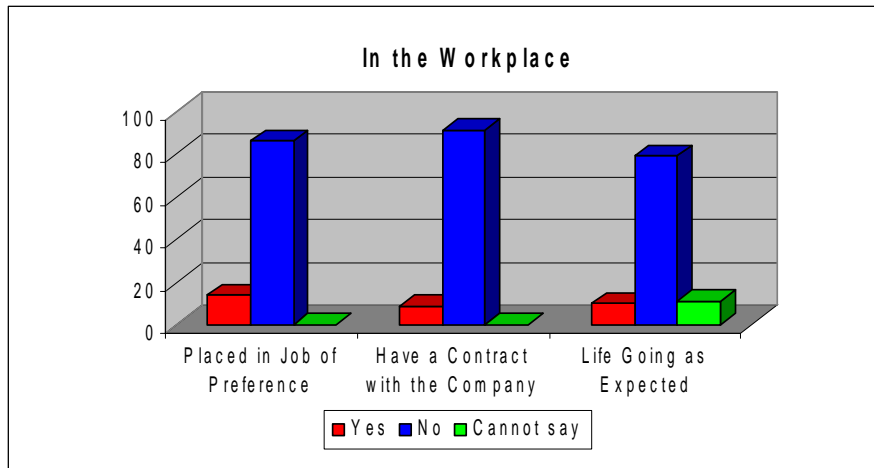
Graph-C.ii

D. Workplace

D.i. Job of preference. Many were disappointed as they were not allowed to choose the area of work. Irrespective of whether one is interested in a particular area of work or not, once a company chooses a trainee, it is deemed to be final. There seems to be no co-relation between the choices of work opted and applied for and the job provided. Thus a person who dreams of becoming a hotel manager becomes a sales person further leading to disheartening and no motivation to put in their best.

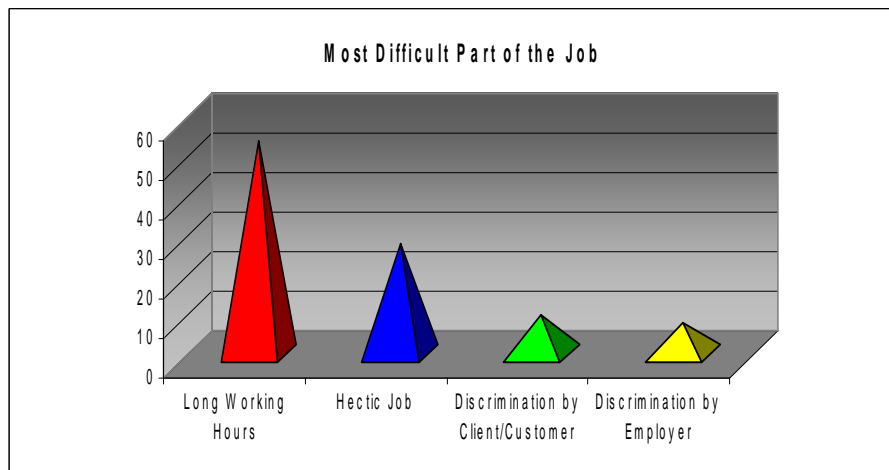
Employer-employee contract. There was also lack of awareness of their basic legal rights. A few working in the hotel sector had entered into a contract with their employer whereas more than 80% were not even aware that a contract is important and needed. This ignorance would mean even if their job is being terminated for no fault of theirs, they would still consider it the employer's prerogative. Neither at the orientation by the Government or training at ITFT were the youths made known of their rights enshrined in the Constitution and their labor rights when they enter into the job sector, which is a basic legal guarantee any employee should have.

Life going as expected. Too high expectation has shattered many of them. Youths working in hotels are relatively more upbeat to their present lives. The reason being, their working and living environment are better. Their counterparts working in retail sectors and in metro cities, due to high living expenses, choose relatively cheap areas to live. Hence, low salary, poor living conditions, long duration and hectic work load all add up to why life is not as one expected.



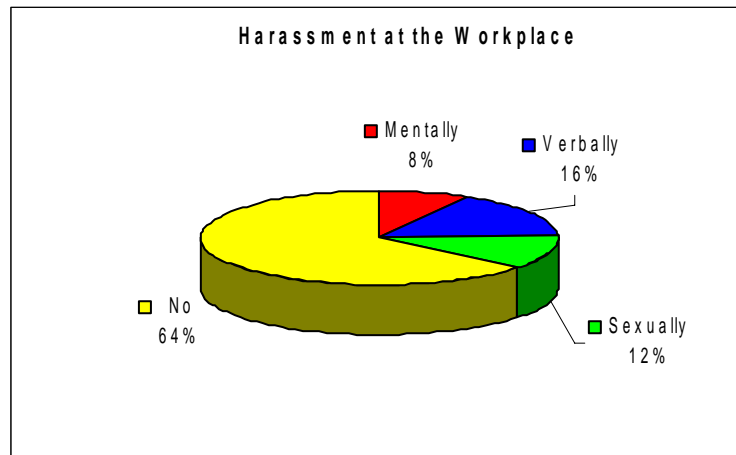
Graph D.i

D.ii. Most difficult part of job. Long working hours followed by hectic job was rated as the most difficult part of their job. A couple of youths working with Cox & Kings, a travel company quit their job as they had to work almost 12 hours in the office and continue night shifts in the airports as a regular affair. Minimum working hours for many of these companies and hotels were 12 hours, which our people are not used to. Jobs are also very hectic and demanding but many of them are working as hard and feel proud about it. It was observed that many of them proudly discuss the hectic work and the double shifts they have to do. This also clearly do away the misconception that our youths are lazy.



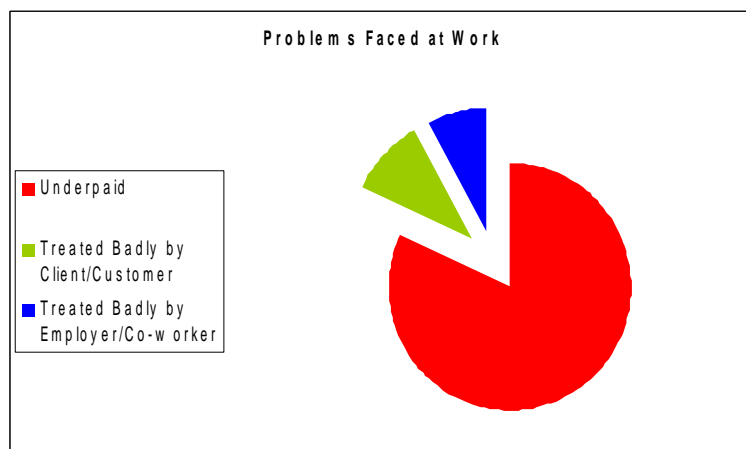
Graph-D.ii

D.iii. Harassment at workplace. Not many understood what harassment actually meant. The initial response to whether they were harassed in any form was asked, the answer was replied in negative. After explaining in detail, for example what sexual harassment means, then some experience were narrated. But an overall study shows that no major harassment is meted out to them. The reason could also be because these youths work and stay in groups and thus other people are more cautious to rub them wrong.



Graph-D.iii

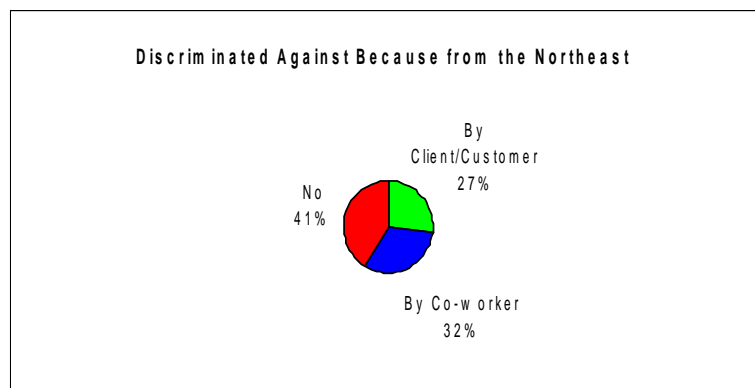
D.iv. Problems faced at work. Half the problem at workplace would be solved if the youths are satisfied with their pay package. A very high rate of 85% complained that they are not paid enough. This study totally dismisses the misconception that our youths cannot survive in cities as they are lazy. Any number of working hours can be tackled if adequate amount of money is paid. Youths in retail sectors object as their salary do not justify their hard and long working hours.



Graph-D.iv

D.v. Discrimination. Discriminated because we are from the Northeast were felt more from youths living in Metro cities, Delhi and Gurgaon, who are employed in retail sectors and call centers. This was in the form of racial discrimination. This discrimination came from clients and customers and some from co-workers. Youths in hotel industry, working in small cities like Jaipur, Jodhpur, Rishikesh and Shimla are treated well and in fact preferred by the clients/ guests. Though at times they felt their co-workers tend to look down on them.

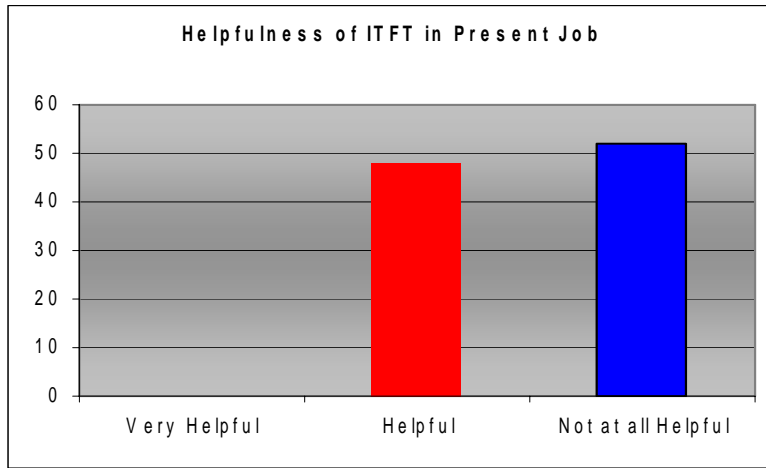
In all sectors the management and employers are good. Interaction with the management also showed that they are very happy with their employees from Nagaland and the northeast. Interestingly, though males would say they are not discriminated, their female colleagues would say that Northeastern men are discriminated.



Graph-D.v

D.vi. ITFT training helpful to the present job. More youth in retail sector found the training at the ITFT helpful where as youths in hotel/hospitality sector did not think so. Hotel industry needs more professional skilled training. People joining hotel industry have hotel management training and degree which they have undergone for 3-5 years. Our youths with three month course certificate are confined to low level job. Their contemporary with their degree get promoted whereas they get stuck doing the same job. This has incited some frustration as they feel they are all graduates and above and to get stuck to this low level job was hard to accept.

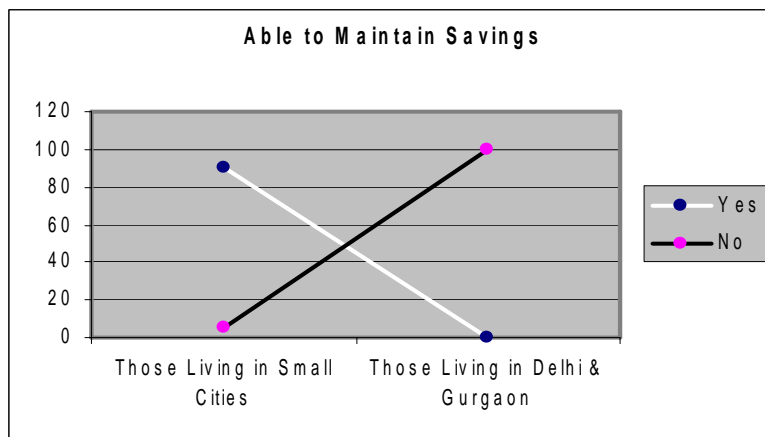
Youths both at the hotel sectors and retail sectors have the same opinion that ITFT training will not take them far in their professional career.



Graph-D.vi

E. Living

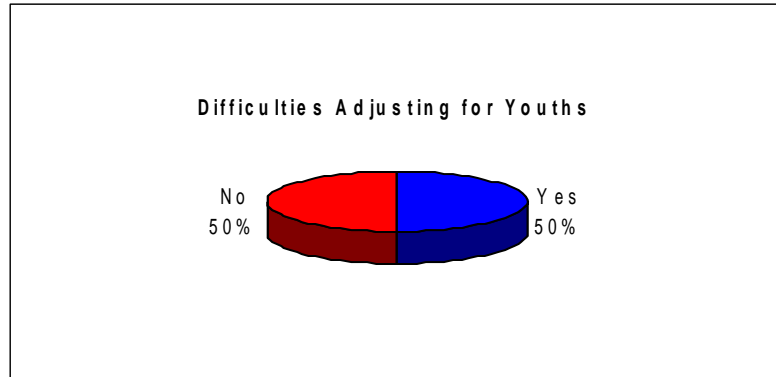
E.i Able to maintain savings. Those working in hotel sectors have accommodation facility and stay either in hostels/ paying guest accommodation provided by the employers or room rents are given.(Salary is deducted for accommodation) Whereas, youths in retail sectors have to take care of their own accommodation, which they rent in groups. More or less same amount of Rs 2500/-3500 is spent on living expenses by all youths, which include food, board and incidental expenses. At the end of the day, youths working in retail sectors for meager Rs 4500 don't have enough to take them through the month, especially living in cities where unseen expenditure are high. Youths working in hotel sectors earn an approximate of Rs 8500 plus tips, so they live comfortable.



Graph-E.i

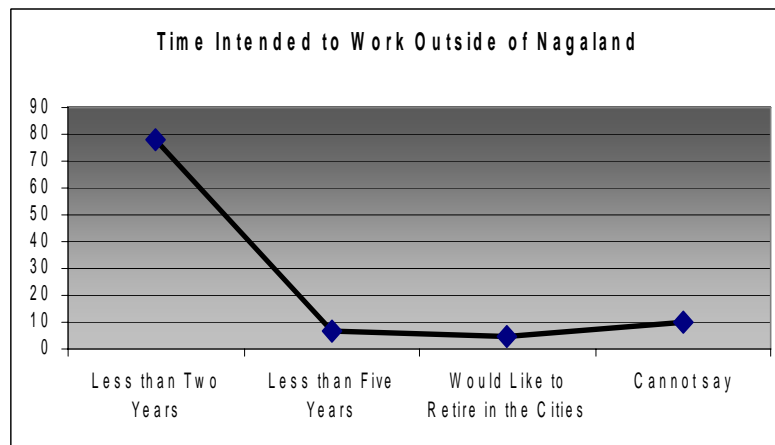
E.ii Difficulties in adjusting. Those living in metro cities admitted to having adjustment problem in food, culture and lifestyle in general. Those living in small

cities were more comfortable. In both situations, it was observed that living and working with their own friends from their own community gave them a sense of security. They admitted that their homesickness was minimized as they always had their friends from home to support them.



Graph-E.ii

E.iii Time intended to work outside Nagaland. The attachment of the Naga people to their homes is evident from this statistic. 80% wanted to return home after 2 years or so and 5% wanted to return by 5 years time. They believe that they will be able to gain some experience and come back home and work. However, many were still not very sure of what they could or would do after they return. None thought of money or saving as an incentive of working outside the State. They all cited 'experience' as a reason for staying and working in the cities.

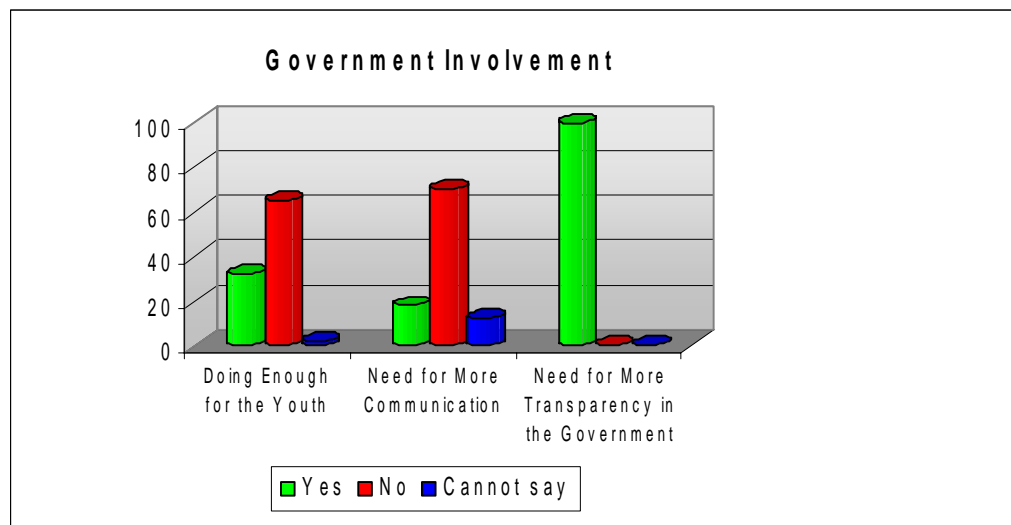


Graph-E.iii

F. Government & Youth.

Fi. On a question of what they think of the Government in general, 100% agreed that the Government needs to be more transparent in its functioning. This is the only question where the youths agreed in toto. Lack of transparency is also one of the main reasons why youths tend to look at the Government with suspicion*(See Preface). In spite of the Government doing so much for youths especially in the year 2004-2006, 62% feels that the Government is not doing enough for them. This is a disturbing observation as these youths are themselves employed under the initiative of the Government. Those who lauded the Government's initiative are the ones working in the hotel sectors and earning well. A majority number also feels that there is not enough communication between the Government and the youth.

On the other hand we also need to ascertain what the Government expects of the youth. Are youth also accountable to the Government? The total dependence on the Government which is further abetted by the Government's spoon feeding approach has totally spoilt the attitude of our young people.



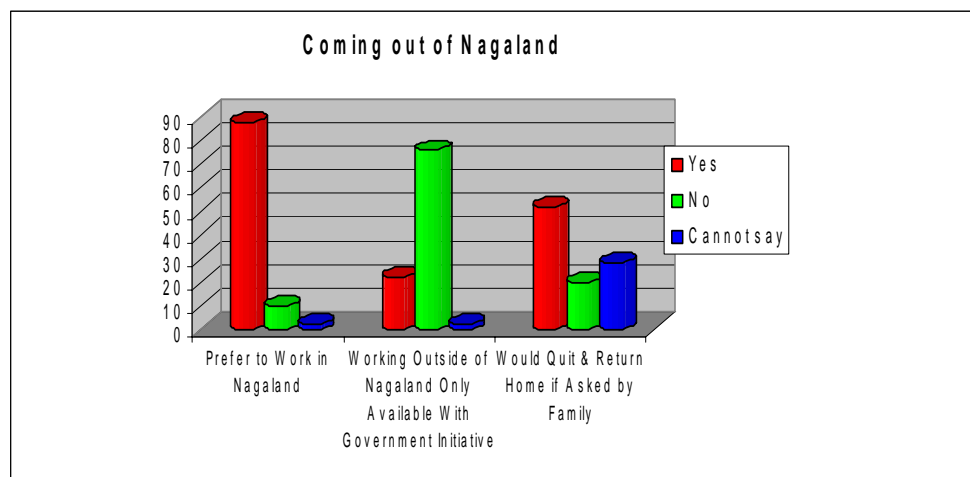
Graph-F.i

F ii. Coming out of Nagaland. Attachment to home is further substantiated by 85% stating that they would rather be working in our own home state if opportunities were available. They feel that they will be able to contribute and work better and reach their highest aptitude with the support of their family and community.

It is seen that our youths are very family oriented and the decision of their family means a lot. Family wants and needs ranked higher than their personal needs and wants. Most of them applied for this programme under the initiative and blessings of their

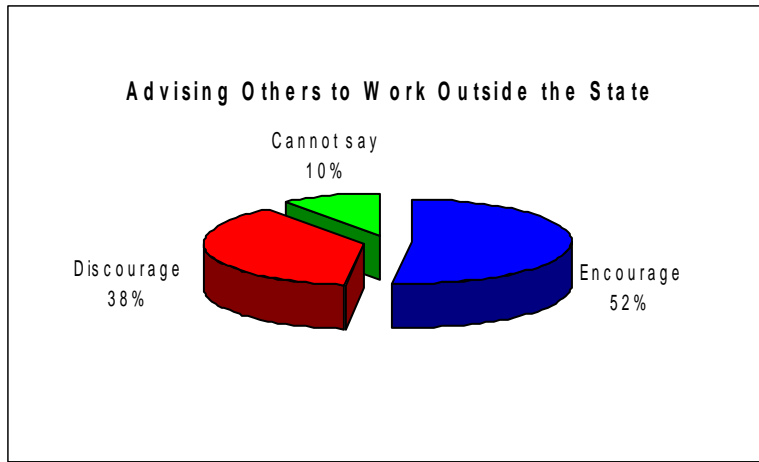
family. If tomorrow they are asked by their family to quit and return, at least half of them won't think twice.

Youths in hotel sector and earning well felt that it is because of the Government's initiative that they got this opportunity to gain experience and earn a good living. Youth's working in the retail sector did not think high of the Government's programme. Working behind the counter and serving customer they claimed need no specialized training. The type of work they are doing could be done by anyone and even an illiterate. Even without the Government's intervention they feel they can get the type of job they are doing at present.



Graph-F.ii

F iii. Advise others to work outside the State. In spite of the different difficulties and apprehensions, half of the youth responded that they would encourage their family and friends to work outside the State as it would give them good experience and an exposure. Their only concern was that a proper guidance and direction should be given before young people step out of the State. They feel that a person with professional qualification should be encouraged to work outside the State but unemployment problem should not compel our youth to compromise on cheap labor outside the State. A handful of them are still yet to decide for themselves what they really feel about working outside and thus unsure of what to advise others.



Graph-F.iii

V. Present status

Out of the 254 names in the list, 81 (31.88%) were being able to be interviewed. An addition of 15 from previous batch was also interviewed. Thus a total of 96 Respondents.

Place	Total	Interviewed	Vacation/ Training	Quit	Didn't join	Trans- ferred	Not Traceable
Tele-performance, Gurgoan	25	11	2	12	-	-	
Oberoi, Shimla	5	5	-	-	-	-	
Oberoi/ Taj, Jaipur	11	5	1	2	-	-	3
Taj/Oberoi Jodhpur	23	4	1	1		4	11
Ananda in the Himalayas Rishikesh	26	16	-	4	6	-	
Cox & Kings, Delhi	12	4	1	5	-	2	-
Lemon Tree, Delhi & Gurgaon	6	1	1	2	-	-	2
Lifestyle, Delhi & Gurgoan	58	33	2	18			5
Radisson, Goa	13	2	-	11	-	-	-
Pizza Hut	31	-	-	-	-	-	31
Barista	9	-	-	-	-	-	9
Café Coffee Day	18	-	-	-	-	-	18
Amby Valley, Pune	5	NOT	VISITED				
Taj, Gwalior	3	NOT	VISITED				
Oberoi, Agra	3	NOT	VISITED				
Taj , Chennai	2	NOT	VISITED				
Taj, Kerala	2	NOT	VISITED				
Oberoi,Udaipur	2	NOT	VISITED				

Review of the Present Status table.

1. There has been inconsistency in the retention level. Though there were more complaints and dissatisfaction from the retail sector, it is seen that almost 60% are still working.
2. BPOs and call centers are sought after jobs at present, but half of those recruited by Tele-performance, Gurgaon have quit. The pay package offered by this company @ Rs 8400 /- plus is also comfortable. BPO being a booming business and with different International companies offering higher and competitive salary could be one of the main reason for quitting. This is a positive sign as they are moving out looking for better avenues.
3. Though the most satisfied were the ones working in the hotel sector, majority have quit notably in Jodhpur and Goa. The salary factor could have been the main reason for quitting. Hotels in Shimla and Rishikesh are paid salary in between of Rs 5500-6500, whereas hotels in Jodhpur and Goa were paid between Rs 4500-5000.
4. None under the ITFT list were traceable from Barista, Café Coffee Day and Pizza Hut. These are fast food and coffee joints and probably our youths are not comfortable serving coffee and fast food to customers in market areas. Another reason could also be the salary factor. We are unable to ascertain whether those listed did not join at all or quit after working for sometime.

VI. VOICES OF THE YOUTH

In response to what they would like to suggest to their Government on this programme, this is what they have to say.

Huyeto- *Proper screening should be done so that it should be 'right man for the right job', this would lead people chosen for ITFT programme to get job satisfaction –which is most essential. I think ITFT has tricked our Government.*

Ketouni Angami- *Sorry not up to expectation.*

Lipok – *It's the fault of the Naga youth, we are lazy and not ready to work hard. But we would also like to request the Government to keep in touch with us.*

Benthungo Murry- *Government should keep up the good work. Training period should be extended.*

Rokokieno Mor- *a. Government should look into the recruitment/placement procedure of ITFT. b. Government should see that the candidates are given the opportunities which they were promised to them.*

c. Government should look into our staying condition at ITFT.

d. Government should not randomly recruit the candidates. But only willing and sincerely interested candidates should be selected and inducted.

Takainla Longkumar- *a. The Government should have more communication and understanding with the ITFT and see to it that ITFT places youths in good companies where there is good prospect for growth and good salary.*

b..The Government should also see that deserving youths get maximum benefits.

Tseibou Dzuvichu- *Government should have utilized the funds for opening an institute in the State where many youths could be trained. Where ITFT programme is concerned, there should be emphasis on quality rather than quantity.*

Moarenenla- *a. There was no specialized training as specified in the papers. At the time of placement we had no option of choosing the line of work we wanted.*

b. *Government should open up institutes for the educated youth like ITFT in Nagaland instead of wasting the funds by sending youths outside.*

Akrie- *Government has gone overboard with its ITFT plans. Should have done a thorough research before implementing this programme.*

Noseho Peter – *The training duration should be increased and a more intensive teaching should be imparted at the Institute. Without this training we would still be in a position to be doing the present kind of job. But a better option instead of wasting money on the training would be setting up job opportunities back home.*

Olito Suni- *The present training duration is too less.*

Lothungbeni Kithan- *I have quit my job. I would like to suggest that the youths should be made fully aware of the programme like the various job opportunities and prospect of growth.*

Kekusenuo Retso- *Government should send us to good institutes and not just for the heck of it. The Institute they sent us to was not even recognized.*

Matsungzukba- *Government should utilize the money they are spending, for sending students outside, on generating jobs within the State itself.*

Viketousie Lhousa- *Government should emphasis on quality rather than quantity. Proper and thorough research should be taken before any programme or plan is made for the youth.*

Tiakum Lemtur – *Open private sectors in Nagaland itself.*

Joab- *The present job I am doing doesn't need any training as it is no big deal standing the whole day and catering to customers. The whole ITFT thing is just a mere wastage of resource unless students are taught thoroughly in specific area/sectors for which they joined the programme. Candidates should be taught specific courses depending on their choice.*

Dinah Lorin- *Now that I have been trained to some extent, I can come back home and work if opportunities are provided.*

Agan Rimai - *The candidates should be selected after some sort of test and then should be send for training.*

Robin- *ITFT has not been sincere enough in teaching the students. All they want is to get rid of the students as soon as possible by placing the students in different companies against the wishes of the students.*

Mhonchumi Ovung – *Candidates should be selected carefully so that the money spend by the Government bears fruit.*

Nagaho – *No use wasting money on three months course. Make the course at least nine months minimum.*

Hutoi Sumi- *Pleas open up industries where the youths can work and not send us outside the state.*

John Kikon -*Interview process at Nagaland should be made more strict and not just casual questions like name, hobby etc. Orientation programme should be made better.*

Chenithung- *If possible the programme should be stopped as Government is losing 75% of the money as not many candidates are sincere and many leave their jobs in the middle. Instead use the money to set up establishments in Nagaland.*

Precilla – *We need more professional trained faculty as some trainers had the same educational qualification as the students.*

Lobani Patton- *a. Better communication between ITFT and the Government needs to be established, which would also suggest that the government needs to do a better research of the Institute before sending batches.*

b.Number of the batches should be less so that better quality training is imparted.

c. This programme does not solve unemployment problem as it is only temporary.

d. I am upset with the Government as it was nothing fruitful but a blunder on part of the Government am going to be quitting soon and look for job in BPOs where I can get better salary or better growth prospect.

VI. Case Study

(As narrated to Sharon Achumi)

Twenty five year old Marina came to know of this job opportunity through the advertisement of the same in the papers and was immediately attracted by it. The jobs stated in the newspaper were on Tourism, Event Management, Banking, BPO's etc. Taking it as an opportunity that answered her prayers, Marina took the decision to fill in the application form and was called for an interview. An interview was held on January at Kohima Tourism Office and around 300 candidates were selected to go to Chandigarh.

Few weeks Later Marina with 8 friends started there trip to Chandigarh, the expense for which was to be reimbursed by the Govt. of Nagaland. They arrived at "The Institute of Technological and Future Trend" (ITFT) and submitted a letter from the Government through which they were admitted.

The training started the next day. Irrespective of the interest of these you aspirant, all of them were taken to a hall and given the same training package comprising of basic in Banking, BPO's, tourism, event management, spa therapy etc.

The name of various companies that had come to the institute to conduct interviews were put up on the notice board and each of these students had to list for an interview. This was done through a coupon system.

Marina wanted a good job in tourism or a job at the bank as a cashier or an account. For tourism she wanted to work with a company called 'Banz Travels' but that company was not introduced until towards the end.

The interview process was such that when and if they got selected for an interview, they would be given a contract to sign. If they signed the contract it would hold them against sitting for any other interviews. This caused a major dilemma for the candidates and it become more disturbing as the faculty forced some of them to sit for various interview irrespective of their choice because it was an unwritten rule that in the 3 (Three) months of training in Chandigarh, the faculty had to make sure everyone was given a job. This led to a lot of job dissatisfaction as towards the end, many were pushed in for the BPO's.

Marina sat for an interview with the Radisson Hotel. There was a first round of interview where around 20-25 candidates were selected followed by a second round of interview where the numbers got short-listed to 18-20. The 3rd round was to be held at

Radisson Delhi. Marina was also in the final list and was taken to Delhi by the Faculty. This final round selected 6 girls.

After they got selected, a contract was immediately brought to them, it stated that if they wanted to work with the Radissons they would have to sign the contract after which no one would be allowed to sit for any other interview. They would undergo a three months training programme on 'Hospitality Assistant'. They would be given placements after these 3 months and if that wasn't done then the training would continue.

Hospitality Training was given to the 6 girls with the objective of getting a front office job eg: receptionist etc. It began on April 18 after the above contract was signed by them. They were trained to answer phone calls, entertain guest, personal grooming and were also given a brief introduction of the Hotel.

Only after 2 weeks of training without any prior notice, six of them were called to attend a meeting at the board. Each of them were asked to produce their resume and were asked what job they wanted. They were told that they would be notified later.

The next day the HR called them to sign a contract that stated that Marina and her friends according to their chosen option would work at the hospitality department as assistants with salary of around Rs 5000/- . And accordingly the contract was signed.

After a day they were informed that there had been a mistake in the allocation and that it was due to a printing error. Three girls were to remain as hospitality assistant and three to work with the ' Food and Beverage"(F&B) department. Much to her disappointment Marina again signed a contract with F & B to work 9 hrs a day for Rs. 5000/-. These three girls with the F&B department were given training and also made to work as Restaurant hostess (Waitress) in probation. One of them in 'Pastry Shop', the other in a Chinese Restaurant and Marina in a Coffee Shop.

After a month of training, the Human Resource (HR) produced another contract for the girls to sign. It stated that the girls would now be a permanent employee of the Radisson and may also get transferred abroad. Marina did not sign the contract as she wasn't at all willing to work in the same status permanently.

She started both the training and the work without signing this contract. The Captain in her work place made her print the taxes everyday but never appreciated her work. Instead of encouraging her in her new job he always mocked her ability in an arrogant way. Her work atmosphere was disappointing as this attitude of the Captain continued. One fine day it was intolerable when he rudely told her that she wasn't good enough, she threw the papers at his face and decided to quit the job.

[*Khrolo a friend of Marina's had to quit the job too, reason being the same Captain.*]
After frequent calls by the Manager asking her to work again she decided to join her work provided the Captain was transferred.

Another problem came up at her work place soon afterwards. On reason of ill health she submitted an application for one day leave through her friend to the Manager who tore it before her friend saying it was unacceptable. Feeling too much pressurized, she again decided to quit. She told her Manager she would meet the Director before she left but the Manager didn't allow her to do that, instead he took her application to quit to the Director himself.

After a month without a job she went to the Director for her clearance and when she told him her reason to leave, he persuaded her to come back. With no other opportunity at hand Marina went back to this job again. Since she told her parents that this was her own decision she didn't want to go back home a loser.

Marina is just not interested in this type of job. She thinks she is more qualified than her colleagues at work who are mere Cl-X pass and Cl-XII passed.

Marina states that most of them are greatly disappointed and with every passing day their hopes are lost. They had been promised high level job with good salary but they are worse off than what they were in Nagaland and hopes that the State would provide opportunities in Nagaland, because in a new city everyone takes advantage. She said "The Government doesn't know and doesn't care about the inside stuff, it only looks glamorous from the outside." She had also been asked out by many of her co-workers and other out-let captains, but she refuses saying she was engaged, though it never stopped them from asking.

Marina says that if the Government provided any such opportunity like the one she responded to, she would not allow any of her sisters to apply. She feels strongly that youth needs to tend for themselves and not rely on the Government anymore. As the Government didn't bother once they were sent off to Chandigarh.

VII. Observations and Suggestions

1. **Strict screening/selection:** Many of our people do not realize that Government money is public money. Any fund that the Government gives out is considered bonus and free money. Many youths are understood to have joined this short term programme either to enjoy a Government paid holiday or visit new cities. A strict screening should be carried out so that only people with genuine interest in service industry are selected. A preliminary test should be carried out so that the selection is not based just on their interests and hobbies. In addition to selection certain kind of financial obligation could be attached so that youth's take it seriously.
2. **Good orientation:** Most students who apply for this programme have either had their education in Nagaland or from the Northeast. This shows that many of them have not been exposed to life beyond the Northeast. A life which has mostly been protected. Venturing out to cities which is cut throat competitive needs not only a good orientation of the training and the jobs they are to undertake but also the lifestyle in general. A good and balanced orientation would help them to know what to expect. An orientation by all means is a very very crucial part of the training process. Many have been disillusioned which could have been avoided if a proper orientation on the pros and cons of working outside the state would have been briefed in advance. An intensive orientation in batches of not more than 50-60 students, where experts from different area could come and interact with them and talk to them about some of the challenges and choices they are going to face- both when they go for the training and in general as they move on in life. These sessions would not only serve as a great way to introduce the challenges in the future but also indirectly provide some vocational training to these youth.
3. **Duration of training:** Almost 95% commented on the duration of the training period, which was officially for three months but in reality after two months or so, the interviews for placement by companies started taking place. Considering

even if a full three months course is given, for long term sustenance and job growth in service industry, at least nine months course is a must.

4. **High number of students:** Slotting a group of 400+ students in a class room for any professional training is indefensible. Quality rather than quantity should be kept as a top priority. It is seen that there has been no substantive learning on the part of the students. As the number was overwhelming and unmanageable, no specialized course was meted out but instead training like phonetics and basic computers were given. Ideally, the most favorable size should not exceed 50 for a batch.
5. **Random Placement:** Placement procedure suffers from serious inadequacy. Within one and half month of the training, companies started interviewing the trainees on a random basis. Thus irrespective of whether a trainee is interested in that area of work, if a particular company chooses him/her, he/she has no other choice but to accept it. The hitch here being, once a trainee is being selected it is final and no second chance to sit for another interview is given. Any institute or placement agency, where private individuals pay fees and join, give the choice to its student to choose any area of work or company they want. The placement procedure of the institute seems to be arbitrary, capricious, and monopolizing. The trainees should be given full choice to choose and sit for interviews with companies they desire, as is the practice in any placement agency. And not vice versa.
6. **Orientation at the Institute:** The trainees are without any prior job experience and thus it cannot be assumed that they understand the job market and its demands. Coooned in Nagaland and not understanding job beyond government jobs confines them to a certain way of structured working. A sudden exposure to a competitive private sector disturbs and displaces their mental faculty. It is thus imperative for the trainees to know the different areas of work, their prerequisites, job growth, type and nature of work and salary etc. The trainees also need to be acquainted to different companies that would hire them. A clear and transparent placement procedure would help the trainees trust the Institute. This would help them to prepare themselves and be sure of what they want and

what to expect. This would help to do away with the cynicism and skepticism which many develop at one time or the other.

7. **Obligation of the Government:** Attrition rate of around 60% is sky rocketing. Pinching the State's exchequer and causing displacement to many youths who are disillusioned. Does the Government have any moral obligation or social responsibility towards these youths? Are they duty bound to the youths? Or is it a one time training programme and thereafter left on their own to fend for themselves. The Government needs to specify this clearly so that the Government is not blamed for unforeseen circumstances in the future. If it is one time programme and Government is understood to have washed their hands off, it would be unfair as many of these youngsters have decided to venture out with the sole reason that they would be safe, sound and secured under the protection of the Government. Many youths who have been disillusioned blame the Government for ignoring them and the main reason being feeling neglected and no one to turn to when they needed help and advice. Government has to take a more proactive role in ensuring that the youths being sent under the aegis of this programme do not seem to be lurching in dark when faced with crises of any kind.

To what extend is the Government concerned? Is the Government aware of the small issues which might affect youth in the long run? If the Government feels it is obligated than a concrete monitoring strategy needs to be drawn and implemented.

8. **Obligation of the Institute:** Any Institute that the Government engages for this programme is duty bound. This is a serious programme investing on human resource and not some mere investment on inanimate object or some infrastructure. A wrong approach will have negative affect on lives of people directly. Priority should be given to trainees first than to the market demands. The concern of the Institute should be to give quality training to their students so that they should be able to sustain themselves in the long run. Packing off their trainees to hunger driven companies and demanding market, to gain brownie points for recording maximum placement would be shameful and unacceptable. The Institute is aware of the high drop out rates during the training and also after

the placement. Is the Institute adopting any method to assess what is going on wrong where and rectify it if need be? This is perhaps one of the biggest programme on Youth Employment of the Government and an equally big amount of funds have been invested. No Institute should be tolerated or excused if this programme is taken lightly just because it is Government funded. The fund belongs to the people. Thus, apart from imparting professional training, it is also the duty of the Institute to assure that the Government and the trainees are satisfied.

9. **Opting for various Institutions.** India does not have dearth of professional and skill imparting institutes. The credibility of the ITFT has been raised now and again. The Government needs to look for other options. Matters affecting human resource should not be compromised. The Government needs to be shrewd and move on to other Institutions. Looking at the larger picture, weighing both the positive and negative aspect, there seems to be more negative tilling on ITFT.

Conclusion:

All said and after much assessing and analyzing the programme and the purpose behind it, there is no doubt that the Government with all good intention is making an effort to help youth to be gainfully employed. The course of action to reach this goal should have been strategically planned. It is evident through this study that there are youths who have definitely benefited from this programme. But what is disturbing is the many youths who have quit job and are hanging in and around Delhi looking for other job options. They do not wish to come back home because they feel they are accountable to their family, as many of them have been sent with the blessing of their parents, and thus do not want to disappoint them. Delhi is a complex city and there are high chances of our youths getting misguided and swayed away by evils of city life. There are already cases of our young girls who come to Delhi looking for jobs resorting into immoral activities and easy money. Keeping the background of these youths in mind, they are simple and not really exposed and would not even realize when they are being lured. We have to keep a check that our young girls do not compromise due to compulsion and economic wants. Let us not force our young girls to go the Eastern European way. This is one danger and apprehension.

Secondly, Naga youths are talented and hardworking. They need to be guided. Study show that we have youths who have the resilient power and can compete and be good or better than any of their counterparts from other parts of the country. We need to tap this energy. Let not economic wants and unemployment crisis compromise our human resource to cheap labour. We need to break away from the forces that would make us a people selling cheap labour and services to others.

Even if more money needs to be invested or number of youths need to be cut down, other avenue should be explored where top notch quality education, knowledge and training could be imparted. Let us not compromise. The bottom line should be *excellence*.

QUESTIONNAIRE

(CONFIDENTIAL)

1. Personal Information

- a. Name
 - b. Age
 - c. Sex
 - d. Occupation of father/mother
 - f. Do you have any brothers/sisters
2. Educational qualification
- a. Graduate
 - b. Post Graduate
 - c. Professional (Specify)
 - d. Others
- b. Name of the School, College or University.

Corpus Fund-ITFT Chandigarh Programme

3. How did you know of the ITFT, Chandigarh programme?
- a. Advertisement
 - b. Family/ Friends
 - c. Others (Specify)
4. Were you excited when you got to know of this programme?
- a. Yes
 - b. No
5. What was your expectation from this programme?
- a. A good learning experience
 - b. Your employment problem is solved.
 - c. Job security
 - d. Lots of money
 - e. others
7. Why did you choose to apply for this programme?
- a. Solves your unemployment problem
 - b. No other option
 - c. Helps you help your family financially
 - d. Wanted to work outside Nagaland
 - e. Dream job
 - f. Others
8. What was your reaction to the fact that you will have to work outside the State?
- a. Excited/ Happy
 - b. Worried
 - c. apprehensive
 - c. insecure
 - d. others
9. Was the application procedure easy?
- a Yes
 - b. No
10. What was the area of work you applied for?
- a. Hotels
 - b. BPOs
 - c. Airlines
 - d. Banking
 - e. Tourism
 - f. Event management
 - g. others (specify)
11. What was your orientation programme given by the Government like?
- a. Prepared us well
 - b. Confusion/ not clear
 - d. Could do better (specify)
12. Was the preparation from the day you were selected till you reached your destination Chandigarh well organized by the Government.?
- a. Yes
 - b. No
13. If No, Why explain?

ITFT Chandigarh

14. What is the atmosphere of ITFT?
 - a. Un-organised
 - b. Well Organised
 - c. Confusion
 - d. Unwelcome
 - d. Others(specify)
15. What was the staying arrangement at the institute?
 - a. Separate one hall dormitory for male/female
 - b. sharing room basis
 - c. Others (Specify)
16. What was the official duration of the capacity building training?
17. In actual, how many days training were given?
18. What was the overall caliber of the faculty and teachers at the Institute?
 - a. Excellent
 - b. Good
 - c. Average
 - d. Bad
19. Do you think the training that was given at the institute was good enough to mould you and prepare you for the jobs for service industries at the private sectors.
 - a. yes
 - b. No
 - c. Cant say
20. How would you rate your stay at the Institute?
 - a. Excellent
 - b. Good
 - c. Average
 - d. Bad

Placement Procedure

21. How was the placement procedure? Explain.
22. Which service sector were you selected for?
 - a. Hotels
 - b. BPOs
 - c. Airlines
 - d. Banking
 - e. Tourism
 - f. Event management
 - g. others (specify)
23. Did you get the type of work you applied for?
 - a. Yes
 - b. No

Workplace:

24. Are you happy with your present job?
 - a. Yes
 - b. No
 - c. Cant say
25. What is your salary?
26. What is the position of the job you are currently holding?
27. Have you been promoted since you joined your work?
 - a. once
 - b. twice
 - c. No
28. What is the most difficult part of your job?
 - a. long working hours
 - b. hectic job
 - c. discrimination by employer
 - d. discrimination by customer/ client
29. What type of problem do you face at your work place?
 - a. Not paid enough
 - b. Not paid on time
 - c. Treated badly by supervisor/ co-worker
 - d. treated badly by customer/ client.
30. Have you entered into a contract with your company?
 - a. Yes
 - b. No

31. What are the details indicated in your contract?
 a. duration of job b. benefits of work c. method/ time of payment
 c. stipulation of job.
32. How much do you know about the definition of harassment?
 a. Understands b. Not very much c. Nothing at all
33. Have you been harassed at workplace?
 a. No b. Yes, Mentally c. Yes, Verbally d. Yes, sexually d. Others (Specify)
34. If Yes, by whom?
 a. Boss/supervisor b. Co-worker c. client/customer d. others
35. If Yes, Have you ever made a complaint and to whom?
 a.. Boss/ Supervisor b. Colleague c. Friend d. Police/security d. Other
36. If not reported, what was the reason for your silence?
 a. Ashamed b. Fear/afraid c. Don't know who to complain to. d. others
37. Since joining work, has life been the way you expected it to be?
 a. yes b. No c. Cant say
38. Are you discriminated at work because you belong to the North-East?
 a. by Management b. Co-worker c. Client/ Customer d. No
- 39 (a). How helpful was your training at ITFT to your present job?
 a. Very helpful b. helpful c. Not helpful at all

Living

40. Where do you live?
 a. Rented apartment b. Company accommodation d. Hostel e. Others
41. If rented, who do you live with?
 a. Friends from Nagaland b. Naga friends from same institute c. Co-worker
 d. others
42. How much do you spent for accommodation?
 a. Rs 1000 b. between Rs 1001- 2000 c. between 2001- 3000 d. above Rs 3000
43. How much do you spent for food?
 a. Rs 1000 b. between Rs 1001-2000 c. between 2001-3000 d. above Rs 3000
44. Do you have any saving at the end of the month?
 a. Below Rs 2000/- b. between Rs 2001- Rs 3000 c. Rs 3001-Rs 4000 d. No
45. Do you have difficulty adjusting to new place, people, culture, food?
 a. Yes b. No c. If yes, specify.
46. What do you do in your free time?
 a. Relax with friends b. Like to party and chill out c. Spent time alone
 d. Join some extra curricular activity/ course e. others
47. How long do you plan to work outside Nagaland?
 a. less than 2 years b. less than 5 years c. Would like to retire working in the
 cities d. Cant say.
48. Would you agree that youth of other state have to work hard, even outside their own
 states to sustain themselves?
 a. yes b. No c. Cant say

Government & Youth

49. If your state government had job options would you prefer working in Nagaland?
a. Yes b. No
50. Do you think your Government is doing enough for educated youth?
a. Yes b. No
51. Do you think there is enough information, communication and understanding between the government and youth in your state?
a. Yes b. No c. Cant Say
52. Would you agree that there needs to be more accountability and transparency in the working of the government?
a. Agree b. Disagree c. Can't say
53. Would you agree if not for the initiative of the Government, you would have never got a chance to work outside Nagaland and be independent.
a. Agree b. Disagree
54. If your friends/family would ask you to advise if working outside would benefit them, what would your opinion be?
a. Encourage b. Discourage c. Cant say d. Others
55. If your family were to ask you to quit your job and return home, would you?
a. Yes b. No c. Can't say
56. What would you like to suggest to your Government on this programme.