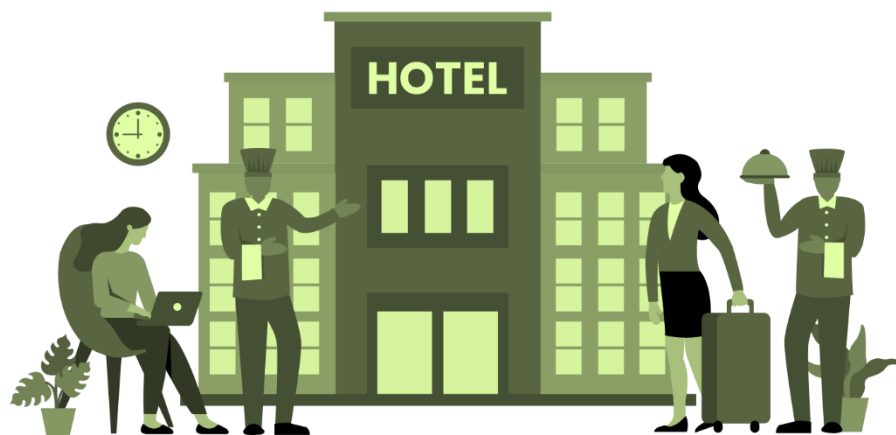


APPENDICES



APPENDIX 1

QUESTIONNAIRE

Section I: Background Information

Part A: General information about the respondent

1. Name : _____
2. Age : _____
3. Year of passing 12th : _____

4. Medium of Instruction :

a) Hindi

☐

b) Gujarati

☐

c) English

☐

5. Any subject learned in school regarding Hospitality Management:

a) Yes

☐

b) No

☐

If yes, kindly mention

6. Locality:

Sub-Urban

☐

Urban

☐

Rural

☐

Part B: Information regarding family:

1. Type of family:

a) Nuclear ☐

b) Joint ☐

2. Number of family members: _____

3. Family Composition:

S. No	Family member	Age (in years)	Education
1.	Mother		
2.	Father		
3.	Brother		
4.	Sister		
5.	Grandfather		
6.	Grandmother		
7.	Any other		

If other, Kindly mention _____

4. Other information regarding family

S. No	Employment status	Father	Mother
1.	Self employed		
2.	Service		
3.	Not employed		
4.	Private		

5. Monthly income of the family (in rupees) : _____

6. Is any person in the family working in the Hospitality field?

a) Yes ☐

b) No

☐

If yes, then in which sector

a) Hotels

b) Hospitals

c) Guest house

d) Other

If other, Kindly mention _____

7. Does the family have any objection for you to work in the Hospitality industry?

a) Yes

☐

b) No

☐

Reason, kindly mention _____

Section II: Extent of knowledge regarding different areas of hospitality industry:

Following are the statements for the extent of knowledge regarding different areas of hospitality industry. Put a tick against Aware, Undecided and Unaware as per your knowledge.

S. No.	Statements related to selected Attributes	Aware	Undecided	Unaware
I	FRONT DESK OPERATIONS			
a.	PERSONAL GROOMING AND HYGIENE			
1.	Combing your hair before going on duty is good.			
2.	Colourful hairbands and clips are not preferred at workplace.			
3.	Properly tied hair in a bun is preferred on duty.			
4.	It is important to keep your shoes clean and polished before going on duty.			
5.	It is required to wear appropriate stockings with black shoes			
6.	Wearing colourful bellies at the workplace is preferred.			
7.	It is important to change your socks/stockings daily.			
8.	A lot of jewellery is not preferred at the workplace.			
9.	The nails should be well-trimmed.			

10.	Only clear or pale nail polish should be used.			
11.	Make-up with light colors that complement the uniform and skin tones is preferred.			
12.	Dark and bright coloured lipstick is not suitable at all times.			
13.	Taking a bath daily before coming to duty is important.			
14.	It is good to take mouth freshener if required.			
15.	Regular brushing of your teeth is very important.			
16.	Use of deodorant or perfume of very strong fragrance should not be used.			
17.	Maintaining good posture with a straight back is important.			
18.	It is important to wear a clean name badge.			
b. COMMUNICATION SKILLS AND TELEPHONE ETIQUETTE				
19.	It is important to greet and welcome guests in a cheerful manner.			
20.	Taking call and responding in a calm and welcoming manner is good telephone etiquette			
21.	Answering all the customers' questions and solving their complaints is the duty of front desk staff.			
22.	Front desk employees should provide adequate information about hotel activities/facilities to the guests.			

23.	Checking and managing all the email is one of the responsibilities of front desk staff.			
24.	It is important to take follow ups of all the mails and respond back to the guests.			
25.	To receive letters/packages for the guests and send them to appropriate destination is the duty of the staff.			
c. GUEST CYCLE				
26.	To monitor and update guest reservation is the duty of front desk department.			
27.	Managing guest arrival and departure record is important.			
28.	It is required to check and verify the guest's identity proofs on arrival.			
29.	Keeping a track of items that guest purchases from the hotel is the responsibility of front office department			
30.	It is important to ask the guest for the method of settlement of bills during reservation process.			
31.	There is a need to keep visitor's record.			
32.	Knowledge related to data entry is required.			
33.	Front desk employees should be concerned about customer's demands and needs.			
34.	Taking guest's luggage and dropping them to their room is the duty of front desk department.			

d.	PAYMENT METHODS AND SETTLEMENT OF BILL			
35.	It is important to have knowledge about different types of payments methods (cash /card/UPI id)			
36.	Knowing about different currencies and their conversion process is important.			
37.	Knowledge of different languages can be a benefit.			
38.	Settlement of bills is done during the check-out time			
II	HOUSEKEEPING OPERATIONS	Aware	Undecided	Unaware
a.	CLEANING OF DIFFERENT AREAS AND CLEANING AGENTS			
1.	Regular cleaning all rooms is important.			
2.	Proper hygiene should be maintained at workplace			
3.	Regular cleaning and dusting of different areas like bathroom, washrooms etc. are also important.			
4.	It is important for the housekeeping staffs to properly comb their hair and wear polished shoes.			
5.	Room fresheners should be used to make the environment more fresh and clean.			
6.	There are different chemicals for different types of surfaces.			
b.	FLOWER ARRANGEMENT AND DECORATION			
7.	There are different types of flower arrangements.			

8.	Having knowledge about different methods of flower arrangement is important.			
9.	The housekeeping staffs are responsible for creating a pleasant ambience in the hotel.			
c. BED MAKING				
10	Knowledge about bed making is important for housekeeping staff.			
11	It is not okay to use double sized bed sheet on a single bed.			
12	Tucking in all the corners by removing all the wrinkles is important in bed making			
d. LINEN AND LAUNDRY				
13	Management of different clothes and laundry is an important part of housekeeping department.			
14	Knowledge of different types of stain removal liquids and methods is important.			
15	Ironing of clothes is the duty of housekeeping staff.			
e. MANAGING REGISTERS				
16	There is a place where all the lost and found items are kept in the hotel.			
17	The housekeeping staffs are responsible for maintaining different registers in a hotel.			

18	Maintenance registers are used to keep track of all the tasks that need to be done in a room or any other public space.			
f.	HOUSEKEEPING TROLLEY			
19	There is a need to change room towels and bed sheets daily.			
20	The purpose of housekeeping trolley is to supply basic amenities in the guest rooms.			
21	Every floor contains a housekeeping trolley.			
III	FOOD AND BEVERAGE OPERATIONS	Aware	Undecided	Unaware
a.	FOOD SERVING			
1.	Skills are required for serving different meals.			
2.	Receiving food orders quickly from the guests makes them happy.			
3.	There are different types of table settings according to the events.			
4.	It is important to identify different equipment used for serving			
5.	It is important to know about serving different meals.			
6.	There are different types of napkin folding methods.			
7.	It is important to learn about the different types of napkin folding.			
8.	Managing events is an important part of food and beverage department.			

9.	Having knowledge about different types of food menus is important.			
10	Decorating other areas apart from dining (like outdoor and gallery) is also important.			
b. ORDER TAKING AND BILL PRESENTATION				
11	Attending guests and taking them to their tables is a good etiquette.			
12	Food and beverage staff should offer menu and serving water to the guests.			
13	Skills are required for taking food orders.			
14	It is good to present the bill to the guests after completion of their meal.			
15	Waiting for the tip from guest is not a good habit.			
c. CLEANING EQUIPMENT AND WORK AREAS				
16	It is important to clean work areas before and after the task.			
17	Daily cleaning of the work areas is necessary.			
18	It very important to clean the dining table after each meal.			
19	It is important to clean the serving counter daily.			
20	Cleaning the equipment and material is a duty of food and beverage staff.			
IV	INFORMATION REGARDING SAFETY MEASURES	Aware	Undecided	Unaware
1.	It is not important to have a first aid kit in each department.			

2.	Knowledge regarding first aid kit and safety practices is important for emergency purpose.			
3.	It is not very important for each and every staff to have knowledge about the use of fire safety.			
4.	Proper security should be maintained by using CCTV cameras, security guards etc.			
5.	Emergency exit from the lobbies is necessary.			
6.	Sprinklers for emergency should be there.			
7.	There is a need for a fire alarm system and smoke detectors.			

APPENDIX 2

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1	Trivedi, K. and Patel, S.	EXTENT OF PROBLEMS EXPERIENCED BY HOMEMAKERS REGARDING THEIR OWN KITCHEN GARDENS IN VADODARA CITY	Journal Name: The Indian Journal of HOME SCIENCE, ISSN: 0970 2733, Volume No.: 34	1-7-2022		In Scopus: No, In UGC CARE: Yes, In Clarivate: No	Submitted
2	Desai, N. and Patel, S.	DESIGNING MULTIPURPOSE FURNITURE FOR LIVING ROOM OF SMALL HOUSES	Journal Name: International Journal of Early Childhood Special Education, ISSN: 1308 5581, Volume No.: 14	1-7-2022		In Scopus: No, In UGC CARE: Yes, In Clarivate: No	Submitted
3	Sarjoo Patel and Astha Garg	Documentary Development: Assessment of Satisfaction and Visiting Intentions of the Viewers	Journal Name: Stochastic Modeling & Applications, ISSN: 0972 3641, Volume No.: 26	1-7-2022		In Scopus: No, In UGC CARE: Yes, In Clarivate: No	Submitted
4	Sarjoo Patel and Kavita Shah	Eco-friendly products: Assessing and Enhancing the awareness of the Homemakers	Journal Name: Stochastic Modeling & Applications, ISSN: 0972 3641, Volume No.: 26	1-6-2022		In Scopus: No, In UGC CARE: Yes, In Clarivate: No	Submitted
5	Agarwal, R. and Patel, S.	Assessing the work environment of Surat diamond polishing Industry	Journal Name: Stochastic Modeling & Applications, ISSN: 0972 3641, Volume No.: 26	1-6-2022		In Scopus: No, In UGC CARE: Yes, In Clarivate: No	Submitted
6	Smita and Patel, S.	Training the 12th Pass-out Girls on Hospitality Management Operations for providing them Employability.	Journal Name: Stochastic Modeling & Applications, ISSN: 0972 3641, Volume No.: 26	1-6-2022		In Scopus: No, In UGC CARE: Yes, In Clarivate: No	Submitted

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TRAINING THE 12th PASS OUT GIRLS ON HOSPITALITY MANAGEMENT OPERATIONS FOR PROVIDING THEM EMPLOYABILITY

MISS SMITA AND DR. SARJOO PATEL

ABSTRACT

Education is one of the most significant methods for engaging and empowering any individual or a community. It is necessary especially for women to help them develop socially and economically. Varied sectors are engaged in the drive of women empowerment whether it is hospitality and tourism or any other field. Most hotels and tourist organizations are trying to employ women and empower them socially and financially. The study aimed to assess the knowledge of 12th pass-out girls on Hospitality Management Operations for providing them employability with the objective to acquaint learners with theoretical as well as practical knowledge of the various departments of the Hospitality Industry i.e. Front desk management, Housekeeping Operations, and Food and Beverage Operations. The sample size comprised of 120, 12th pass-out girls from Surat City of Gujarat State selected through the Purposive Sampling Technique. The questionnaire was used as a tool for data collection. Results revealed that the majority of the respondents (86.67%) were having Low extent of knowledge about the different areas of the hospitality industry. Based on extent of knowledge of the respondents the researcher developed various modules and provided training on Front desk management, Housekeeping Operations, and Food and Beverage Operations to enhance their knowledge and provide them with employment opportunities which was found very effective in enhancing the knowledge of the 12th pass out girls.

Keywords: knowledge, hospitality management operations, education, 12th pass-out girls, employability.

INTRODUCTION

Education is one of the most significant methods for engaging and empowering any individual or a community. It is the process of encouraging learning, or the acquisition of knowledge, information, skills, abilities, ethics, values, convictions, beliefs, and habits. Girl Education is necessary for any country to help them develop socially and economically. According to Webster's New World Dictionary (1962), Education is "the process of training and developing the knowledge, skill, mind, character, etc., especially by formal schooling". Employment in hospitality operations allows 12th pass girls to work, enhance their skills and develop confidence among them which may help in improving their knowledge and skills as well as the economic conditions.

It has been observed that an educated woman is much more capable to handle her household work than the uneducated one. Education not only enlightens a woman with knowledge but teaches lifetime lessons to be used in the future. An educated woman will be filled with self-confidence as she has acquired skills that will lead her to be a skilled employee in any sector.

There are many career fields that one can choose after the 12th standard. Often the selection is based on the interest of the student, and future scope. The hospitality industry has become the largest employer of women to the current date. It is one of the highly job-oriented fields; it covers a wide range of services including food service, accommodation, and catering. The hospitality industry is a group of businesses that provides a variety of products and services to guests or travelers (1). Hospitality is the relationship between a guest and a host, where the host receives the guest (2).

The hospitality sector is growing at a rapid pace; the industry has to consider both male and female candidates equally for positions that traditionally have been dominated by men. After senior secondary education, various certificate and diploma programs are also available that are for three months, six months, and one year. Various topics are taught under those programs in such a short duration of time. They teach about Communication Skills which helps the front desk agent or the receptionist to deal with the guests and welcome them with smiling faces and a good attitude. They also give them knowledge about housekeeping, accounting, nutritional status, event management, travel and tourism management, serving, etc.

The hospitality industry is one of the largest employers of women currently. Women have indeed excelled in the Hospitality sector not only in India but all over the World (3). Employment in hospitality operations allows 12th pass girls to work, enhance their skills and develop confidence among them which may help in improving their

knowledge and skills as well as the economic conditions. Housekeeping plays a very important role in the hospitality industry in many ways. It is something that a girl is familiar with. There are various duties of a housekeeping staff such as: It helps to establish a welcoming atmosphere and ensure reliable service from all the staff of the department, to ensure a high standard of cleanliness and general upkeep in all areas of the department, to provide linen, bed sheet, towel soap etc. in rooms, as well as maintain an inventory for the same, to provide uniforms for all the staff and maintain adequate inventories for the same, to cater to the laundering requirements of the hotel linen, staff uniforms, and guest clothing, to iron all the uniforms, to provide and maintain the flower decorations and maintain the landscaped areas of the hotel, to coordinate renovation and refurbishing of them when required, to deal with lost and found articles, to ensure training, control, and supervision of all staff attached to the department, to establish a good working relationship with another department, to ensure that safety and security regulations are made known to all staff of the department. These activities do not require specific training so women can learn these services easily.

According to an International Labor Organization report, "Educating girls has proven to be one of the most important ways of breaking poverty cycles and is likely to have significant impacts on access to formal jobs in the longer term" (4).

In the poorest countries of the world, around 50% of girls do not attend secondary school. Yet, research showed that every extra year of school for girls increases their lifetime income by 15%. Improving female education, and thus the earning potential of women, improves the standard of living for their children, as women invest more of their income in their families than men do (5).

When girls cannot pursue higher education and discontinue their studies after the 12th standard, they lack the skills or qualifications to find employment opportunities. However, they are capable of handling all these things with proper care. Poverty is the root cause of many problems in India and also of the low female literacy rate. More than one-third of the population in India is living below the poverty line. Though the government is putting efforts to make primary education free, still parents are not ready to send their girls to school. In most rural areas, the lack of easy accessibility to school is another reason for the low female literacy rate. Parents do not prefer to send girls to schools if they are located at a far distance from their village or home. Even if schools are there then lack of adequate school facilities becomes a problem. Some of the schools do not have even basic facilities. In some places of India, schools do not meet the safety, hygiene, or sanitation needs of girls, therefore, skill development programs are helpful in this situation and help them build a set of skills, thus securing their future economically and socially.

Women's empowerment is one of the major issues currently. Varied sectors are engaged in the drive of women empowerment whether it is hospitality or any other field. Most of the hotels and tourist organizations are trying to employ women and empower them socially and financially. There is a wide scope of empowerment in the tourism industry if the resources and employment opportunities are properly harnessed. Various social cultural and economic factors influence the role of women in prominence occupying both in the society and the workplace. The hospitality and tourism industry aims to lift the acceptance of women in business and raise the profile of women in the industry. The current scenario in the industry has created a period of remarkable change and growth for women in this field. In restaurants, hotels, catering, firms, resorts, and many other venues, women are becoming much more visible in management roles and other key positions.

Female employment exceeds male employment in the tourism industry. The women's aesthetic traits are particularly important in tourism and hospitality firms, particularly in frontline departments (6). The travel and the tourism economy of India supports employment creation for both skilled as well as less skilled persons (7).

Today's women hold an important position in society and are working equally with men. They are kind, committed, smile-faced, and enthusiastic, and all of these qualities are important in hospitality. They can explore their career options and do a lot to develop and improve the hospitality sector. Although women have covered almost all the areas and sectors and are working everywhere, the hospitality and tourism industries can be particularly advantageous to them.

Therefore, the study focuses on empowering girls in skills needed for various departments of hospitality industries like front desk operations, housekeeping operations, and food and beverage departments which are very much in demand today. It can be a bright career field for girls who are interested in the hospitality/tourism industry (8). With their hospitality operations skills they can get employment in the housekeeping department

and food and beverage department. Girls with good communication skills can get employment as front desk agents or receptionists.

OBJECTIVES

1. To assess the knowledge of 12th pass out girls on Hospitality Management Operations viz; Front desk operations, Housekeeping management operations and Food and beverage operations.
2. To develop educational modules on Hospitality Management Operations viz; Front desk operations, Housekeeping management operations and Food and beverage operations for training the girls for employability.

METHODOLOGY

The present study aimed to assess the knowledge of 12th pass out girls on Hospitality Management Operations with the objective to provide learners with theoretical as well as practical training of the various departments of Hospitality Industry i.e. Front desk management, Housekeeping Operations, and Food and beverage Operations. The sample size of the present study comprised of 120, 12th pass-out girls from Surat City of Gujarat State selected through the Purposive Sampling Technique. Questionnaire was used as a tool for data collection. A three point continuum Likert scale was used to find out the extent of knowledge of the 12th pass out girls on Hospitality Management Operations. The scale comprised of total 86 statements. For the positive statements the scores assigned were 3, 2, 1 as Agree, Undecided and Disagree and were reversed for the negative statements. The minimum score of the scale was 86 and the maximum was 258. Based on the extent of knowledge of the respondents the researcher decided to develop various modules and provided training on Front desk management, Housekeeping Operations, and Food and Beverage Operations to enhance their knowledge and provide them with employment opportunities. A post testing was done after providing them training with the help of the modules and it was found very effective in enhancing the knowledge of the 12th pass out girls. The study has been approved by the Institutional Ethics Committee and the ethical approval number for the study is IECHR/FCSc/PhD/2021/173.

RESULTS AND FINDINGS

The findings of the study are presented below:

a) Background Information of the respondents.

Table 1: Frequency and percentage distribution of the respondents on the basis of their Background Information
n=120

Background Information of the Respondents		
Personal Income of the Respondent (in rupees)	f	%
Less than 4000	72	60.00
4001 -8000	40	33.33
8001 and above	8	6.67
Locality		
Sub-Urban	16	13.33
Urban	8	6.67
Rural	96	80.00
Type of family		
Nuclear	68	56.67
Joint	52	43.33
Monthly income of the family (in rupees)		
Less than 5000	24	20.00
5001 -10000	32	26.67
10001 and above	64	53.33

The results from the above table revealed that the highest per cent of the respondents 60% fall under the category of less than ₹4000, followed by 33.33% respondents belonged to the category of ₹4001-8000, whereas only 6.67% respondent's monthly income was more than ₹8001. The average personal income of the respondents was found to be ₹6000. Majority of the respondents i.e. 80% belonged to Rural area, followed by 13.33% respondents belonged to sub-urban and only 6.67% respondents belonged to urban area respectively. More than one-half of the respondents i.e. 56.67% belonged to Nuclear family whereas 43.33% respondents

were from Joint family. A little more than one-half of the respondent's i.e. 53.33% monthly income was ₹10001 and above whereas 20% respondent's monthly income was less than ₹5000 (table 1).

b) Basic Information of the Respondents

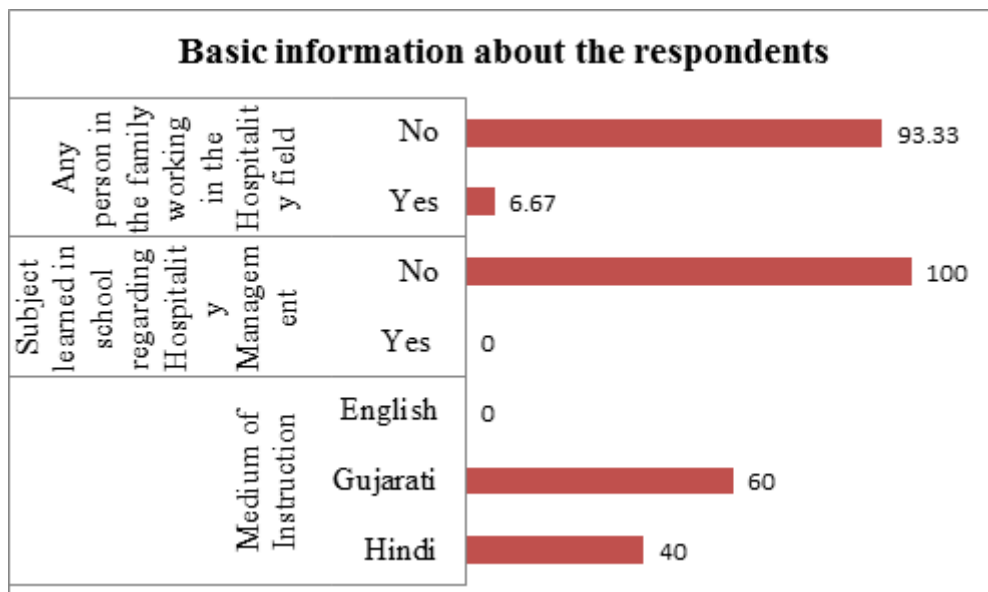


Figure 1: Distribution of the Basic information of the respondents

The above figure depicts that the medium of instruction for 60% of the respondents was Gujarati medium and for 40% respondents was Hindi Medium. Cent per cent respondents (100%) had not studied any subject in school regarding Hospitality Management. Results also revealed that 93.33% respondent's family members were not working in the Hospitality fields whereas 6.67% were working in areas such as guest houses, restaurants, hotels, hospitals, resorts and so on as housekeeping staff, cook, as waiter etc. (Fig 1).

c) Knowledge of 12th Pass Out Girls on Hospitality Management Operations

A three point continuum Likert scale was used to find out the extent of knowledge of the 12th pass out girls about Hospitality Management Operations. The scale comprised of total 86 statements. For positive statements the scores assigned were 3, 2, 1 for Agree, Undecided and Disagree and it was reversed for negative statements. The minimum score of the scale was 86 and the maximum was 258. After calculating the scores for each statement, the knowledge scale was categorized into three categories i.e., high, moderate and low knowledge on the basis of equal interval scoring method.

Table 2: Frequency and percentage distribution of the respondents on the basis of the Extent of Knowledge
n=120

S. No	Extent of Knowledge	Score Range	f	%
1.	Low	86-143	104	86.67
2.	Moderate	144-201	16	13.33
3.	High	202-258	0	0.00

Results revealed that majority of the respondents (86.67%) were having low extent of knowledge about the different areas of Hospitality Management Operations such as personal grooming, telephone etiquettes and communication skills, different types of materials and methods used for cleaning, decorating different rooms and areas according to any event or theme, food and beverage service, bed making and other information related to safety measures etc. whereas only 6.67% respondents were having moderate knowledge about it (table 2).

Development of Modules

The extent of knowledge of 86.67% respondents was found to be low. Therefore educational modules were prepared by the researcher to train the 12th pass out girls about the various areas and Departments of the Hospitality industry. One month of training was provided to them to make them understand about the areas of hospitality. The modules were prepared on the following topics: Personal Grooming and makeup, Communication skills, Telephone manners and etiquettes, Managing different registers such as Guest arrival and departure register, lost and found register, maintenance register etc., Handling guest cycle (from Pre-arrival, arrival, during stay and departure), Bed making in rooms, flower arrangement and decoration, Cleaning of

rooms and bathrooms using various Cleaning Agents, Room service, Decorating rooms and different areas, management of different areas such as Linen and Laundry Room, Uniform room and tailor room, housekeeping stores, lost and found room, first aid emergency procedures, Table settings and its types (Formal, informal, basic and buffet), Menu types, Napkin folding, Table laying, Taking orders and bill presentations, Banquet service, outside catering, serving styles and cleaning equipment and materials.

These modules helped the respondents with practical as well as theoretical knowledge about the different areas of Hospitality industry. These modules were found to be very effective in enhancing the knowledge of the 12th pass out girls and also provided them with employment opportunities.

TESTING OF HYPOTHESES

Several hypotheses were formulated to find out the relationship between variables of the present study. For present investigation, as per the nature of variables the Analysis of Variance (ANOVA) and 't'-test were computed.

Analysis of Variance was computed to find out the variation in the extent of knowledge according to their personal variables viz; age (in years), and size of family. 't' test was applied to find out the mean difference between extent of knowledge due to their personal variables viz; type of family and any family member working in hospitality sector. Wherever 'F' ratio was found significant, Scheffe's test was computed. The analysis of variance was found to be significant for family income and extent of knowledge at 0.05 level. It was found that if any member of the family was working in the hospitality sector the extent of knowledge was high which was proved by the t-test conducted as found significant at 0.05 level. Hence it was concluded that family income and the indulgence of family member in Hospitality sector had a positive impact on the knowledge of the respondents.

CONCLUSION

The present study was carried out on assessing the knowledge of 12th pass-out girls on Hospitality Management Operations for providing them Employability. It was found that majority (93.33%) of the respondents belong to rural family, they had not studied any subject in their school related to hospitality fields therefore, the extent of knowledge of majority of the respondents (86.6%) was found to be low which motivated the researcher to develop modules on the different areas of the Hospitality fields. With the help of the developed modules, one month training was provided to the group of respondents to enhance the knowledge of the 12th pass out girls about the different areas of the Hospitality fields. The training was proved to be very effective in enhancing their knowledge.

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W	URL: https://www.tutorialspoint.com/front_office_management/front_office_management_quick_guide.htm Fetched: 2023-07-18 08:05:00		10
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W	URL: https://www.brainkart.com/article/Types-of-Menu_35173/ Fetched: 2023-07-18 08:06:00	 6
W	URL: https://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/f-and-b-service-sop/... Fetched: 2023-07-18 08:06:00	 6
W	URL: https://doi.org/10.3126/ntdr.v2i1.7379 Fetched: 2023-07-18 08:05:00	 2
W	URL: https://hmhub.in/hierarchy-in-small-medium-large-and-chain-hotels/ Fetched: 2023-07-18 08:06:00	 1

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DEVELOPMENT AND ASSESSMENT OF EDUCATIONAL MODULES ON HOSPITALITY MANAGEMENT OPERATIONS FOR HIGHER SECONDARY GIRLS FOR THEIR EMPLOYABILITY JULY 2023 SMITA

INTRODUCTION P a g e | 1 CHAPTER I INTRODUCTION Education is one of the most important ways to empower an individual or a community. It encourages learning, gaining of knowledge, information, skills, talents, ethics, values, beliefs, and habits. According to Webster's New World Dictionary (1962), Education is "the process of training and developing the knowledge, skill, mind, character, etc., especially by formal schooling". In addition to empowering an individual, education also contributes to narrowing the gender gap which exists in the society. The term "gender equality" refers to everyone having access to equal rights, responsibilities, and same opportunities irrespective of their gender. Gender equality is a fundamental human right that gives everyone the chance to live in dignity and freedom, irrespective of their gender (Devi, 2017). However, girls have faced numerous challenges in the past and were not given the opportunity to avail all of the benefits. 1.1 Girl Education Girl education is necessary for any nation in order to develop socially and economically. (Sahoo, 2016). It has been noticed that an educated woman is significantly more capable of managing her household responsibilities than an uneducated one. Supporting

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girls' education can transform communities, nations, and the entire world. Girls who get an opportunity to complete their schooling are more likely to lead productive lives

and have later marriages. They have a greater chance of securing a brighter future for themselves and their families, earning more money, and taking part in decisions that directly affect them. (1) Women who pursue education acquire knowledge, skills, and confidence among them which allows her to work proficiently in any field. To encourage girl education, the Indian government has taken various initiatives and implemented numerous programs/schemes. The government has also launched several girl-child programs across India to change the social attitude of people toward girls and improve their position in the society. These schemes can be divided into two distinct categories: Central Government schemes and State Government schemes. The Central

INTRODUCTION P a g e | 2 Government schemes cover Beti Bachao Beti Padhao which is to enhance girls' education in India, Sukanya Samriddhi Yojana, Balika Samriddhi Yojana, etc. (2) Apart from the Central Government Schemes, every state in India also offers its scheme for girl child welfare. Several policies have been introduced for elementary-level girl education. The Mid-Day Meal Program helps reduce the gender gap in school participation. The Mid- Day Meal Scheme provides working women an essential source of employment and relieves them of the duty of doing the cooking at home during the day. Addressing this social issue, promoting women's education, and influencing parents to send their daughters to school are the main objectives of the Mid-Day Meal Scheme. 1.2 Reason for Dropout of Girls from school All over the world, millions of girls' dropout from school, out of which more than 60 per cent quit school at higher secondary school age and more than 30 per cent of them, leave at lower secondary school age. The world's largest adolescent's population is in India. However, a lot of underprivileged Indian adolescents are still unable to successfully complete their education (Kumar et al. 2023). Their dropout is due to a number of factors, some of which include poverty, lack of knowledge among parents, child marriage, gender inequality, difficulty in accessing school and lack of basic amenities like toilets. The dearth of female teachers in India is another obstacle to female education. The low rate of female literacy in India is mostly because of the gender- segregated society there. (3)