Chapter 7

Beneficiaries’ Views and Suggestions to Improve the Training Programmes

This chapter presents the feedback from the beneficiaries pertaining to the vocational training programmes they have undergone and their suggestions to improve the same along with their expectations in simple frequency tables and figures.

7.1 Level of Confidence

It was felt necessary to know the beneficiaries’ level of confidence on the usefulness of the training they had undergone as it would help in offering suggestions to improvise the vocational training programmes offered by Jan Shikshan Sansthan.

Table 7.1

<table>
<thead>
<tr>
<th>Confidence about the Skill Learnt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response</td>
</tr>
<tr>
<td>----------</td>
</tr>
<tr>
<td>Not confident</td>
</tr>
<tr>
<td>Confident</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>
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The data in Table 7.1 reveals a great majority of the beneficiaries (99 per cent) who feel confident about the usefulness of the occupational skills acquired by them. A few of the beneficiaries (1 per cent) have said the opposite.

7.2 Ranking of the Training Undergone

The methodology adopted by Jan Shikshan Sansthan for teaching comprises of three components that is Practical session, Theory and Life Enrichment Education (see Table 5.8). The beneficiaries’ ranking the training undergone by them based on the methodology adopted by Jan Shikshan Sansthan has been categorized as ‘Very Good’, ‘Good’, ‘Average’ and ‘Below Average’.

Figure 7.1
Ranking of the Training Undergone
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The data in Figure 7.1 shows the beneficiaries’ rating the training undergone. More than half of the beneficiaries (51 per cent) have rated the vocational training undergone as Good, 34.7 per cent of the beneficiaries have rated the training undergone as Very Good, 13.3 per cent have rated the training undergone as Average and a few of the beneficiaries (1 per cent) have rated the training undergone as Below Average.

A great majority (85.7 per cent) of beneficiaries have given the training programme a very high rating. Less than one-fifth of the beneficiaries (14.3 per cent) have rated the training programme as average or less.

7.3 Ranking of the Teaching by the Course Instructor

The Beneficiaries’ ranking the teaching by the Course Instructor has been categorized as ‘Very Good’, ‘Good’, ‘Average’ and ‘Below Average’. This is presented in Figure 7.2.

A great majority (83.7 per cent) of the beneficiaries have given it a very high rating. Less than one-fifth (16.3 per cent) have rated the instructors’ teaching as average or less.
7.4 Difficulties Experienced by the Beneficiaries during the Course of Training

The difficulties experienced by the beneficiaries during the course of training are categorized according to the responses received during data collection. The responses to this question were multiple. The remarks on equipments were marked as ‘No essential equipments’, insufficient course/raw material as ‘Insufficient teaching/learning material’, and other disturbances during training as ‘Distraction during training’ and those beneficiaries who refused to respond to this question or did not want to give their opinion are categorized as ‘No response’.
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Table 7.2
Difficulties Experienced by the Beneficiaries

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No response</td>
<td>176</td>
<td>50.72</td>
</tr>
<tr>
<td>No essential equipments</td>
<td>69</td>
<td>19.88</td>
</tr>
<tr>
<td>Insufficient teaching/learning material</td>
<td>35</td>
<td>10.08</td>
</tr>
<tr>
<td>Distraction during training</td>
<td>67</td>
<td>19.30</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>347</strong>*</td>
<td><strong>100.00</strong></td>
</tr>
</tbody>
</table>

* Multiple responses
** rounded off to nearest decimal

More than half of the beneficiaries (50.72 per cent) who underwent training programmes at the collaborating agencies did not mention on any difficulty faced. A little less than one-fifth of the beneficiaries (19.88 per cent) had no essential equipments, 10.08 per cent of the beneficiaries stated that the teaching learning materials were not sufficient and 19.30 per cent stated that there were disturbances during training hours.

It was appalling to listen to one student who completed the course ‘Radio and TV Mechanism’ from Jan Shikshan Sansthan premises at Choolaimedu, when he said that ‘the instructor sending the trainee to get coffee from the tea shop next to Jan Shikshan Sansthan premises during
training hours’ regularly was disturbing but could not react or complain as
the respondent feared that it would reflect on his certificate or even not
passing him in the pursuing course.

All the beneficiaries who underwent the course ‘Beauty Culture and
Health Care’ in Jan Shikshan Sansthan premises at Choolaimedu
unanimously said that they always had problems during class hours for it
was noisy as there were many other courses being conducted at the same
time. The space for the training was partitioned with wooden frames. It did
not fulfil the purpose it was intended for as it was raised or covered only to
some 7 feet which did not give them a complete covering. This also was
observed during discussion with the in-campus trainees of the ongoing
batch.

The room which was just 8 by 10 feet with cupboard and only 1 wash
basin (with no water connection) where the trainees had to fetch water from
the toilet for practical session. The room was not big enough to
accommodate even 12 students with chairs but Jan Shikshan Sansthan
Chennai manages to complete each batch with at least 15 to 20 students.
This was also witnessed during the discussion held with a batch of students
undergoing the mentioned training. The beneficiaries also spelled out that
they were not given teaching/learning material such as consumables for
practicals, instead they were asked to bring their own raw material for practical session. This was observed during discussion with the in-campus beneficiaries. The essential equipments like steamer, wax machine, manicure set, pedicure set, make-up kit, stove and hair dressing equipments were mostly not provided and the resource person had to bring their own portable equipments.

They said it felt strange in the beginning when they were expected to work with those equipments, as some of the equipments were not available in the Institute during the course of training.

The course fee differs between courses conducted in Jan Shikshan Sansthan premises and the training given by the collaborating agencies. Jan Shikshan Sansthan also keeps a watch on the fee collected by the collaborating agencies. As discussed in Chapter 5 the collaborators will have to pay a percentage as service charge to Jan Shikshan Sansthan from the total fee collected from the trainees.

The trainings undergone by the beneficiaries off-campus, that is, in the collaborating agencies and extension centres are quite approved of by the beneficiaries.

The fee charged by the collaborating agencies was four to five times the fee collected by Jan Shikshan Sansthan but the quality of the training
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provided by these agencies were satisfactory with essential infrastructure whereas this is not the same with all the beneficiaries who have completed the training from Jan Shikshan Sansthan premises at Choolaimedu.

It was these beneficiaries who mentioned difficulties and problems faced by them during the course of training.

7.5 Beneficiaries’ Response to Referring Others to Jan Shikshan Sansthan Training Programmes

When it comes to reference it is important to take the experiences of those who had undergone the course as all the beneficiaries in this study has a source of reference to Jan Shikshan Sansthan vocational training programmes.

The experiences of the beneficiaries through the training would either help or defer reference to Jan Shikshan Sansthan vocational training programmes in future. The responses to referring others to join Jan Shikshan Sansthan were categorized into two as ‘Refer’ and ‘Not Refer’ (see Table 7.3).

A great majority of the beneficiaries (99 per cent) said that they would refer others to Jan Shikshan Sansthan. Only three beneficiaries (1 per cent) said they would not refer others to join the Jan Shikshan Sansthan training programme. Among them two had undergone the training ‘Cell Phone
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Repairing and Servicing’ who were 100 per cent and the other one respondent had undergone the course ‘Computer Hardware’. These were the two courses newly introduced by Jan Shikshan Sansthan Chennai. The beneficiaries said that they were not given essential teaching learning material nor equipments for practical session. So they are not confident about the skill learnt and do not want to refer anyone to Jan Shikshan Sansthan training programmes. They also reported that the teaching was not good as they felt that the resource persons are not experts as they were not updated in the field of training. The beneficiaries who had undergone various other training programmes were benefited.

Table 7.3
Response to Referring Others to the Training

<table>
<thead>
<tr>
<th>Response</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refer</td>
<td>297</td>
<td>99.0</td>
</tr>
<tr>
<td>Not Refer</td>
<td>3</td>
<td>1.0</td>
</tr>
<tr>
<td>Total</td>
<td>300</td>
<td>100.0</td>
</tr>
</tbody>
</table>

7.6 Beneficiaries’ Suggestions to Improve the Training Offered

Beneficiaries’ suggestions towards improving the vocational training programmes offered by Jan Shikshan Sansthan Chennai are presented in Table 7.4.
More than one-tenth of the beneficiaries (11.22 per cent) had no suggestions to offer. The others have offered a variety of suggestions. Most of them pertaining to improve the existing training programme. A little more than one-fifth of the beneficiaries (20.18 per cent) suggested introducing advanced courses. Little less than one-tenth of the beneficiaries (8.64 per cent) suggested counselling service during admission to the training programmes to get better idea in the field of training, more than one-tenth of the beneficiaries (11.38 per cent) suggested provision of sufficient infrastructure for skill training and learning, more than one-tenth of the beneficiaries (14.26 per cent) suggested provision of updated models/equipments and teaching learning material, a little less than one-tenth (9.40 per cent) to provide on-the-job training, more than one-tenth (13.05 per cent) for minimum fees/concession, less than one-tenth (6.52 per cent) for efficient resource person and a few of the beneficiaries (5.31 per cent) suggested training oriented field visits.

Counselling is considered very important for the candidates to choose a training programme according to their educational qualification to avail job opportunities (wage-employment or self-employment).

Introducing advanced courses and provision of updated equipments and materials are the suggestions given by more than one-third of the
beneficiaries. The other suggestions on providing on-the-job training, infrastructure, field visits and deputing efficient resource persons considered important for the usefulness of the training programmes. These suggestions were given by the beneficiaries who had undergone the trainings at Jan Shikshan Sansthan premises at Choolaimedu.

Table 7.4
Suggestions to Improve the Skill Training Programmes Offered

<table>
<thead>
<tr>
<th>Suggestions</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No suggestions</td>
<td>74</td>
<td>11.22</td>
</tr>
<tr>
<td>Counselling</td>
<td>57</td>
<td>8.64</td>
</tr>
<tr>
<td>Provide sufficient infrastructure</td>
<td>75</td>
<td>11.38</td>
</tr>
<tr>
<td>Provide updated models/equipments &amp; material</td>
<td>94</td>
<td>14.26</td>
</tr>
<tr>
<td>Provide on-the-job training</td>
<td>62</td>
<td>9.40</td>
</tr>
<tr>
<td>Minimize fee/concession</td>
<td>86</td>
<td>13.05</td>
</tr>
<tr>
<td>Provide/introduce advanced courses</td>
<td>133</td>
<td>20.18</td>
</tr>
<tr>
<td>Depute efficient resource person</td>
<td>43</td>
<td>6.52</td>
</tr>
<tr>
<td>Field visits be arranged</td>
<td>35</td>
<td>5.31</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>659</strong></td>
<td><strong>100.00</strong></td>
</tr>
</tbody>
</table>

* Multiple responses
** rounded off to nearest decimal
Concession on fee was expressed by the beneficiaries who had undergone vocational trainings conducted by the collaborating agencies.

### 7.7 Beneficiaries’ Expectations

The beneficiaries’ expectations from Jan Shikshan Sansthan Chennai are presented in Table 7.5.

<table>
<thead>
<tr>
<th>Expectation</th>
<th>Frequency*</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Expectations</td>
<td>91</td>
<td>25.49</td>
</tr>
<tr>
<td>Placement Assistance</td>
<td>121</td>
<td>33.89</td>
</tr>
<tr>
<td>Loan</td>
<td>36</td>
<td>10.08</td>
</tr>
<tr>
<td>Skill Upgradation</td>
<td>32</td>
<td>8.96</td>
</tr>
<tr>
<td>Newsletter/Information</td>
<td>20</td>
<td>5.60</td>
</tr>
<tr>
<td>Provide Free training</td>
<td>45</td>
<td>12.60</td>
</tr>
<tr>
<td>Extend service to unreached areas</td>
<td>12</td>
<td>3.36</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>357</strong></td>
<td><strong>100.00</strong></td>
</tr>
</tbody>
</table>

* Multiple responses

** rounded off to nearest decimal
More than one-fourth of the beneficiaries (25.49 per cent) have no expectations from Jan Shikshan Sansthan Chennai. The other beneficiaries’ expectations from Jan Shikshan Sansthan is diverse. More than one-third (33.89 per cent) of the beneficiaries expect placement assistance in the respective field of training received, more than one-tenth (10.08 per cent) expect provision/assistance to obtain loan, less than one-tenth (8.96 per cent) of the beneficiaries expect skill upgradation, a few (5.60 per cent) of the beneficiaries expect information on Jan Shikshan Sansthan’s activities, more than one-tenth (12.60 per cent) of the beneficiaries expect free training programmes and a few (3.36 per cent) of the beneficiaries expect Jan Shikshan Sansthan to extend service to the un-reached areas.

7.7.1 Newsletter/Information

A few (5.60 per cent) of the beneficiaries have stated that information on Jan Shikshan Sansthan activities would be most useful for them to understand the development and requirement in the field of vocational programmes. They feel that this can be made possible through Jan Shikshan Sansthan Newsletter to the beneficiaries. Among the 5.60 per cent, 18 beneficiaries stated that there were certain national and international days observed by Jan Shikshan Sansthan during the course of their training.
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Such programmes were organized with awareness talk by experts from the field on Environment and HIV/AIDS which was found very useful and that they wish to attend such programmes in future.

7.7.2 Skill Upgradation and Placement

Skill upgradation and placement are the beneficiaries’ priority in terms of their expectation from Jan Shikshan Sansthan where they have undergone training. This was felt as the entire lot of the beneficiaries who took the training ‘Beauty Culture and Health Care’ said that they need to learn advanced courses as they feel that the basics alone cannot help them to be successful in this competitive field as their clients expect much from them. In the modern competitive world, those with old-fashioned skills will be left behind. Hence the beneficiaries are anxious to upgrade their skills from time to time. For this purpose they eagerly await word from Jan Shikshan Sansthan regarding refresher courses to be held for them.

More than one-third of the beneficiaries (33.89 per cent) expect placement assistance. As cited earlier the beneficiaries’ personal income per month is meagre and the type of occupation is mostly self-employment where they are not able to establish themselves with the skill trained in. The study result also shows that only 6.30 per cent of the beneficiaries got
placement assistance through the collaborating agencies where the training was taken (discussed in Figure 5.5).

7.7.3 Loan

Only two beneficiaries have availed loan through other source. More than one-tenth (10.08 per cent) of the beneficiaries expect loan assistance. The rest did not need it. The predominant reasons were ‘loans are not needed’ where some are not confident about repaying them in due time and some did not need additional finance.

7.7.4 Free Training

More than one-tenth (12.60 per cent) of the beneficiaries expect the Jan Shikshan Sansthan to provide free training programmes. Jan Shikshan Sansthan does provide free long-term training programmes but only short-term trainings of duration from one week to ten days. Long-term trainings are not given free of cost as the cost of training is high.

7.7.5 Extend Service to Unreached Areas

A few (3.36 per cent) of the beneficiaries expect Jan Shikshan Sansthan to extend service to the unreached areas that is other zones as not many can afford the conveyance expenses to attend the trainings conducted at Choolaimedu.
7.8 Chapter Summary

The objective to solicit the views and suggestions of the beneficiaries on the trainings taken revealed that a great majority of the beneficiaries (99 per cent) feel confident about the usefulness of the occupational skills acquired and would refer others to join the training programmes. The responses from the beneficiaries who completed the training ‘Cell Phone Repairing and Servicing’ and ‘Computer Hardware’ is quite alarming as both the samples were 100 per cent who were not satisfied with the training programme.

A great majority of the beneficiaries have ranked the training undergone (85.7 per cent) and the training given by the course instructor (83.7 per cent) as good and very good, and have found the practical training hours adequate.

The difficulties experienced, suggestions to improve the training programmes and the beneficiaries’ expectations from Jan Shikshan Sansthan are delineated in the following sections (multiple responses).

7.8.1 Difficulties Experienced During the Training

- Nearly one-fifth of the beneficiaries (19.88 per cent) had no essential equipments during the course of training
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- Approximately one-tenth of the beneficiaries (10.08 per cent) stated that they were not provided sufficient teaching learning materials during the course of training.

- Nearly one-fifth of the beneficiaries (19.30 per cent) have experienced much disturbance during class hours.

All the beneficiaries who underwent the course ‘Beauty Culture and Health Care’ in Jan Shikshan Sansthan premises at Choolaimedu unanimously said that they always had problems during class hours for it was noisy as there were many other courses being conducted at the same time.

The study reveals that the beautician beneficiaries and the ongoing batch trainees were asked to bring their own consumable material for practical session. Even the resource person carries her portable equipment to teach the trainees. The learning suffers when there is no essential equipments and teaching learning material though only one-tenth (10.08) of the beneficiaries had difficulties. A great majority (99 per cent) of the beneficiaries have said that they would refer others to Jan Shikshan Sansthan vocational training programmes.
7.8.2 Suggestions to Improvise the Training Programmes

- A little more than one-fifth of the beneficiaries (20.18 per cent) suggested introducing advanced courses to meet the demand for labour required in the market to manage in competitive conditions.

- Little less than one-tenth of the beneficiaries (8.64 per cent) suggested counselling service during admission to the training programmes to get better idea in the field of training.

- More than one-tenth of the beneficiaries (11.38 per cent) suggested provision of sufficient infrastructure for skill training and learning.

- More than one-tenth of the beneficiaries (14.26 per cent) suggested provision of updated models/equipments and teaching learning material.

- A little less than one-tenth (9.40 per cent) suggested on-the-job training.

- More than one-tenth (13.05 per cent) suggested minimum training fees/fee concession, and they were those who underwent the training programmes through the Collaborating Agencies.
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- Less than one-tenth (6.52 per cent) suggested deputing efficient resource person for the training and they are those who underwent the in-campus training programme.

- A few of the beneficiaries (5.31 per cent) suggested training oriented field visits.

The course fee collected by the collaborating agencies are higher than the fee collected by Jan Shikshan Sansthan in Choolaimedu. Less than one-fifth of the beneficiaries who underwent the training programmes in-campus have expressed their dissatisfaction with the teaching of the course instructor and further said that they were not qualified in the respective field. This was observed during discussion with the resource person to understand their profile. Further it was also understood that the resource persons were given a minimum salary. They were paid a salary of Rs. 1,200 per batch per month and they don’t feel secure as they themselves are dependent on this only source of income. Paying less salary may be one of the reasons for not being able to depute experts or efficient resource persons to teach. And this sense of insecurity highly demotivates the resource persons which was observed during discussion with resource persons of the ongoing batches in-campus.

Provision of updated models, insufficient equipments and teaching learning material is again highlighted by the beneficiaries who underwent
training programmes in-campus. This is in special reference to the courses ‘Beauty Culture and Health Care’, ‘Cell Phone Repairing and Servicing’ and ‘Dress Making Designing and Embroidery’ courses again observed by the research scholar during data collection. Among them two beneficiaries who completed the training ‘Cell Phone Repairing and Servicing’ and the other one respondent who completed the training ‘Computer Hardware’ were not given essential teaching learning material nor equipments for practicals. This is quite alarming as both the samples were 100 per cent of the trainings mentioned.

Introducing advanced courses and field visits as a part of training was suggested. Counselling service before enrolment and on-the-job training was suggested. This shows the understanding of the beneficiaries of the training requirement in the labour market once they had tried to look out for jobs.

7.8.3 Beneficiaries’ Expectations

The beneficiaries’ expectations from Jan Shikshan Sansthan is diverse.

- More than one-third (33.89 per cent) of the beneficiaries expect placement assistance in the respective field of training received.
- A little more than one-tenth (10.08 per cent) expect provision/assistance to obtain loan.
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- A little less than one-tenth (8.96 per cent) of the beneficiaries expect skill upgradation.

- A few (5.60 per cent) of the beneficiaries expect Jan Shikshan Sansthan to provide them information on the Institute’s activities.

- More than one-tenth (12.60 per cent) of the beneficiaries expect free training programmes.

- A few (3.36 per cent) of the beneficiaries expect Jan Shikshan Sansthan to extend service to the unreached areas.

Thus the views and suggestions of the beneficiaries to improve Jan Shikshan Sansthan training programmes are made clear. The next chapter presents the summary, major findings and conclusions drawn from the study.