

An Overview on Training Conducted by Pokhara Tourism Training Centre, Pokhara

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ABSTRACT

Pokhara Tourism Training Center (PTTC) under the Council for Technical Education and Vocational Training, and Skill Development Training Center (SDTC), Pokhara Branch, under the Ministry of Labor, are conducting skill-oriented training in Pokhara. Both institutions have emphasized the short-term training. SDTC has conducted 19 different training programs and trained 4,116 people, and PTTC has conducted 21 different training and trained 2,552 people till FY 2057/058. PTTC offers both short and long term training. In short term courses, 2765 participants have participated so far. In both short term and long term courses, in total, 3,352 trainees received various kinds of training.. PTTC may focus the short-term training due to its popularity.

NEPAL IS ONE OF the poorest and least developed countries in the world. Per capita income of Nepalese people is estimated at Rs.19384 (HMG/Nepal, MOF 2003). More than 38 % people are living under poverty line (HMG/Nepal, MOF 2003). Around 66% of the total population dependent on agriculture, fishery and forestry sector. (HMG/Nepal, MOF 2002). For overall economic development of a nation, there is a need to develop human resources. Skilled and trained manpower play vital role in economic development of the nation. For achievement of greater output and better efficiency, there is a need to provide vocational training and applied education.

Training is a learning experience in that it seeks a relatively permanent change in an individual that will improve his/her ability to perform the job. Training involves positive and permanent changes in knowledge, skills, and attitudes of employee which increase their efficiency and effectiveness on the job (Agrwal 2000). Training programs are directed toward maintaining and improving current job performance (Stoner, Freeman, and Gilbert 1998). They provide other benefits to the individual employees and organizations. Training aids to increase productivity and quality of work. It helps to improve labor-management relation, and reduces cost of production as well as wastes. Trained manpower properly utilize materials and equipments. It helps to maintain employee morale and reduce the problem of absenteeism and labor turnover. It aids in improving organizational communication, planning the change, managing conflicts, and improving organizational climate. After attending training programs, new employees acquire useful and applicable knowledge about concerned field of work or job and unemployed acquire applied education and skills for future job opportunities. However, there is a dearth of skill training programs to improve the capacity of labor in the country.

1. Background of Training Programs in Pokhara

In the context of Pokhara, Kaski District Office of Cottage and Small Industries (DCSI-Kaski) is the oldest training center. This office has been conducting training programs since FY2014/015. This office offers training related to the area of cottage and small industry. It provides not only technical skill and knowledge but also assists to their trainees who want to commence the new business. Pokhara Chamber of Commerce and Industry (PCCI) was established in 2012 B.S and has been conducting training programs since 1994.

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Pokhara Tourism Training Centre (PTTC) was established in 2053 under the Council for Technical Education and Vocational Training (CTEVT) in Pokhara to provide trained and skilled manpower for the growing tourism market of Nepal. PTTC has all kinds of facilities such as well equipped lab for front desk, fine beverage services, cooking, baking, computer and house keeping training facilities, cafeteria for the trainees and staff, well equipped lodge and restaurant, well organized library, conference hall, and well equipped classroom. It produces various kinds of basic and middle level skilled manpower for the tourism market of Nepal by providing skill-oriented training.

Primarily, trainees come from the western region. It provides different types of training which has following features. First, training program focuses the development of skill required for employment not for further study. Second, it imparts the training in real work environment as much as possible. Both short duration-1 week to 3 month, and long duration training are offered. Third, training are designed for both fresher and people already working in tourism enterprises. Fourth, it provides most of the training in a modular format with 80% practical and 20% theory base. Fifth, training is both institutional based at PTTC, and mobile throughout the hinterland area and other parts of the country according to the needs. Finally, PTTC follows up the training to determine its usefulness and design further training.

PTTC has been working in co-ordination with other related agencies/organizations- Hotel Association of Nepal, Restaurant and Bar Association of Nepal, Nepal Association of Travel Agency, PCCI, municipalities, district development committee and different hotels-to make its programs effective and sustainable.

It has fixed the minimum qualification required to join the training program. For short term training, applicants must have educational qualification of grade 8 to SLC and for long-term training applicants must have qualification of grade 8 to 10+2 or intermediate level. Those trainees who attend long-term training, such as front office operation must pass 10+2 or intermediate level. Trainees must involve themselves in on the job training (OJT). PTTC is currently planning to offer new courses such as menu planning, cost control, entrepreneurship under short-term training and diploma in hotel management, diploma in travel and tour management, and secretarial management under long term training.

2. Review of Literature

The process of planned economic development started in Nepal since 1956 with the inception of the first five-year plan (1956-1961). Government emphasized the creation of employment opportunities since the first five-year plan. However, less emphasis was given on the human resource development in the Third and Fourth Plans. The main objective of the Seventh Plan was to increase employment opportunities. In the Eighth Plan there was a specific goal to create one million jobs. The Ninth Plan targeted to reduce population living under poverty line by 10% and bringing down existing poverty line from 42% to 32% (HMG/Nepal, MOF 2002). By the end of Ninth Plan, population below the poverty line is estimated to have been brought down only to 38% against the plan target of 32% (HMG/Nepal, MOF 2003). In order to achieve desired objective of poverty alleviation, it is necessary to increase employment opportunities and provide employment to unemployed and under-employed labor force. It has been targeted to reduce the unemployment level from 4.9% to 4% and underemployment level from 47% to 32% during the Ninth Plan period (HMG/Nepal, MOF 2002). Total labor force at the end of the Ninth Plan was estimated to be 9.959 million of which 5% was estimated to be full unemployed and underemployed was estimated at 32.3%. So total estimated unemployment figure goes up to 17.4% (HMG/Nepal, MOF 2003).

An Overview on Training

Various policies and programs have been initiated to reduce poverty and reforming the state of human development. In the Ninth Plan some policies have been developed to increase the opportunities for qualitative vocational training. Different programs were identified such as to increase government investment to provide basic education and to increase opportunities in vocational training. Emphasis had been given on short-term training. Likewise, the existing opportunities for skill development will be expanded. (NPC 1998). Fourteen skill development centers and 2 vocational training centers under the Department of Labor are imparting the training to create employment and self-employment opportunities to unemployed and underemployed labor. Regular training on electronics, plumbing, welding, and carpentry and auto mechanic are conducted. In FY 2001/2002, training was imparted to 7,358 on various skill oriented and professional courses based on the labor market demand. Additional 2,517 persons received 27 skills oriented training in FY 2001/2002. Training was imparted to 7,358 on various skill oriented and professional courses based on demand in the labor market. During the review period of FY 2001/2002, training was provided to 3,107 people in different skill oriented and vocational subjects. In the FY 2000/2001, the Cottage and Small Industries Development Board provided the training to 11,389 people in skill and entrepreneur development (HMG/Nepal, MOF 2002). Skill development and entrepreneurship development training was imparted to 8,198 persons in FY 2001/2002 while additional 6,109 persons received training in these fields during the first eight months of the FY 2002/03 (HMG/Nepal, MOF 2003)

CTEVT imparted 5,240 participants long-term and short-term training in different disciplines in FY 2001/32002. Of this, 1,142 participated in long-term and 4,098 in short-term training. Nepal Tourism and Hotel Management Academy, since its establishment, has so far imparted 17,837 persons the training on tourism and hotel management including 557 persons trained during the first eight months of the FY 2002/03 (HMG/Nepal, MOF, 2003). During the review period of the FY 2001/02, CTEVT provided 8,071 persons the training in different subjects while the Nepal Tourism and Hotel Management Center provided training to 696 persons (HMG/Nepal, MOF 2002). Although vocational and skill oriented training helps to provide employment, all trainees have not been able to get employment. Of the total 60,500 persons trained in various skill during the FY 1998/99 and 2000/01, Only 20,252 person (33 %) were reported to be employed (HMG/Nepal, MOF 2002). Kaski District Office of Cottage and Small Industries have provided 40 different types of training. This office has provided training to 5,612 persons till FY 2057/058. SDTC, Pokhara has conducted 19 different training programs and this center has provided training to 4,116 people till FY 2057/058. PTTC has conducted 21 different training programs and has provided training to 2,552 people till FY 2057/ 058. (Karki, 2002). PCCI has conducted both skill and craft and management training to their members. During the period of April 1996 to December 1999 altogether 51 training programs, 23 craft, and 28 business management training were conducted with the total number of participants at 919 (Karki 2000). PCCI conducted more than 40 different training programs and provided training to 2,422 persons till 2001. (Baniya 2001). According to a study report there is a demand for 31 different types of training programs in Kaski district (Continental Research Forum 2058).

The Tenth Plan also has emphasized the human resource development. Strategies of human resources development of Tenth Plan are to increase participation of private sector in education, give high priority of government investment on the fundamental education and health service, and emphasize the technical and vocational education (NPC 2003).

3. Analysis

3.1 Enrollment and Production Pattern of Short Term Training

As shown in Appendix 2, there is not much variation between enrolment and production of short-term training programs. There are 19 different training programs under short term courses. Out of these, only two-waiter and cooking/baking training-have frequently been conducted from FY 2053/054 to 2060/061. Some other training such as Japanese language, basic book keeping, cooking/baking for deaf, basic English communication, hotel receptionist cum local guide have been conducted only once during the eight year period. Most of the participants are attracted in waiter and cooking/baking training. These two programs covered almost 43.65% of total participants of short-term training. In short term training program, 2765 participants have got training. In such training 1932 or 69.87% and 833 or 30.13% participants are male and female respectively.

During the eight-year period of time, highest number of enrolment of trainees is in the FY 2054/055. Figures from last two year show that the number of participants has been decreasing (for detail see Appendix 1).

3.1 Enrollment and Production Pattern of Long-Term Training (6 Month to 1 Year)

PTTC has been conducting six different types of long-term training since FY 2055/056. Among the six training offered, food and beverage service and cooking/baking training have frequently been conducted during the six years. These two covered 63.37 % of training participants. As discussed in short term training program, there is no more variation between enrollment and production of long-term training participant. The male and female ratio is 92.33% and 7.67% respectively (see Appendix 1).

In the initial years, large number of participants attended different types of training. However, the number of participants has been decreasing year by year. In FY 2059/060 only three training programs-front office operation management, food and beverage service, and commercial cooking/baking training-were conducted (for detail information see Appendix 1).

FY 2054/055 was the year when highest number of participants completed various courses offered by PTTC. However, trend in the last two year is not encouraging. In both short term and long term training, 3,352 trainees received various kinds of training. The ratio of male and female participant is 73.84% and 26.19% respectively (see Appendix 1). The short term courses cover 82.49% of total participants. It means most of the participants are interested in short term courses (see Appendix 1).

4. Conclusions

Pokhara is a popular tourist destination of Nepal. For smooth running of tourism related businesses there is a need of trained and skilled manpower. PTTC trained manpower is able to provide not only qualitative service to customer but also help reduce cost of production by minimizing the wastage of goods, increase in productivity as well as profit of an organization. Besides, trained and skilled manpower are in demand not only in local market but also in national and international market. Many young Nepalese want to go abroad for employment. However, most of them do not have proper skills and knowledge to cater for the need of jobs they do. Hence, if they get appropriate training, they will be able to get better paid jobs. PTTC should consider this fact and design courses for foreign jobs. The trend shows that most of the people want to participate in short-term training. So PTTC may focus the short-term training.

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Appendix 1: Year-wise Number of Participants in Short-term and Long-term Trainings

Fiscal Year	Short-term Training					Long-term Training					Short-term to Long-term
	M	%	F	M	Total	M	%	F	M	Total	
2053/054	131	79.39	34	20.61	165	-	-	-	-	-	100/00
2054/055	538	79.70	137	20.30	675	-	-	-	-	-	100/00
2055/056	256	70.33	108	29.67	364	124	94.66	7	5.34	131	73.53/26.47
2056/057	261	76.76	79	23.24	340	115	92.00	10	8.00	125	73.12/24.56
2057/058	236	69.21	105	30.79	341	102	91.89	9	8.11	111	75.44/24.56
2058/059	341	79.67	87	20.33	428	97	89.81	11	10.19	108	97.85/20.15
2059/060	91	36.99	155	63.01	246	43	95.56	2	4.44	45	84.54/15.46
2060/061	78	79.86	128	62.14	206	61	91.04	6	8.96	67	75.46/24.54
Total	1932	69.87	833	30.13	2765	542	92.33	45	7.67	587	82.49/17.51

Source: PTTC, Pokhara.

Appendix 2: Enrollment and Production Pattern of Short Term and Long Term Training

Training Programs	Enrollment					Production				
	M	%	F	%	Total	M	%	F	%	Total
A. Short-term										
Waiter/Waiters	548	95.47	26	4.53	574	548	95.47	26	4.53	574
Cooking/Baking	428	67.61	205	32.39	633	528	67.61	205	32.39	633
Baking	26	63.41	15	36.59	41	26	63.41	15	36.59	41
Front Desk	229	68.77	104	31.23	333	229	68.77	104	31.23	333
Hotel Management	44	93.62	3	6.38	47	44	93.62	3	6.38	47
Air Ticketing	87	73.91	30	26.09	117	85	73.91	30	26.09	115
Trekking Guide	38	32.48	79	67.52	117	38	32.48	79	67.52	117
Japanese Language	5	83.33	1	16.67	6	5	83.33	1	16.67	6
City Tour Guide	34	100.00	0	0	34	34	100.00	0	0	34
Computer	253	65.54	133	34.45	386	253	65.54	133	34.45	386
Basic Book Keeping	14	82.35	3	17.65	17	14	82.35	3	17.65	17
House Keeping	32	41.03	46	58.97	78	32	41.03	46	58.97	78
Cooking	23	56.09	18	43.91	41	23	56.09	18	43.91	41
TA & Cooking	18	46.15	21	53.85	39	18	46.15	21	53.85	39
Basic English Communication	15	100.00	0	0	15	15	100.00	0	0	15
Hotel Rep/Local Guide	79	100.00	0	0	49	79	100.00	0	0	79
Domestic Helper	2	1.74	113	98.26	115	0	0.00	113	100.00	113
Food Production	54	65.06	29	34.94	83	54	65.06	29	34.94	83
Total	1934	69.89	833	30.11	2767	1932	69.87	833	30.13	2765
B. Long-term										
Front office operation Mgmt	93	87.74	13	12.26	106	71	85.54	12	14.46	83
Food & Beverage Service	193	93.69	13	6.31	206	183	95.31	9	4.69	192
Travel Agency Operation Mgmt	61	96.82	2	3.18	63	51	96.23	2	3.77	53
Commercial Cooking	73	96.05	3	3.95	76	39	95.12	2	4.88	41
Cooking / Baking	168	90.81	17	9.19	185	165	91.67	15	8.33	180
Food Production	35	83.33	7	16.67	42	33	86.84	5	13.16	38
Grand Total	623	91.89	55	8.11	678	542	92.33	45	7.67	587

Source: PTTC, Pokhara.