



सत्यमेव जयते



**Induction Training Programme
for
FRONT-LINE GOVERNMENT FUNCTIONARIES
OF
THE DEPARTMENT OF EDUCATION
(District Kulgam)**

Course Report

Sponsored by:

Department of Personnel & Training, Government of India

Organised by:



**Jammu & Kashmir Institute of Management, Public Administration &
Rural Development, Main Campus, Maulana Azad Road, Srinagar-
Kashmir**

INTRODUCTION

No Administrative System can achieve results of the overall organisational efficiency without the active support of the frontline employees, who work at the cutting edge levels and form the basic founding blocks of every organisation. Without the active support and involvement of these members even achieving minimum desirable results remains a far cry. As such it has been established beyond doubt that the competence of front-line employees largely pronounces the success or failure of an organisation. Bearing roots in this realisation, training is no more considered as propriety of officers alone, but the employees of the category of Group-B (non-gazetted) and Group-C equally need to be exposed to training which provides as an important means to build their capabilities to effectively perform the roles on their present as well as anticipated new jobs. Such a training intervention assumes more importance when it is imparted to the new incumbents at least within the first two years of their appointment so that they are systematically exposed to the realities of the organisational environment and the niceties of their job.

Accordingly , in pursuance to Office Memo No. IMPA/HAT/ITP/L/16/331-4 Dated 22.01.2016 a 12 days Induction Programme was conducted for the newly recruited teachers of district Kulgam (Kashmir) at J&K IMPARD ,Srinagar as a residential course w.e.f 1-16 February ,2016 .Subsequently, sanction order No 14/TW of 2016 Dated 11.02.2016 was issued . (*see Annexure A&B*)

Nominations

In response to our request made to Director School education Kashmir, the Institute received nominations vide order No CEO/Kulg/Camp/2820/2016 Dated 24.01.2016 , ZEO/HCG/9013-18/16 Dated 27.01.2016 and ZEO/K/8299-8301 Dated 30.01.2016 . In total 37 candidates joined the course (*Annexure C, D, E*) Comprehensive list of the trainees is placed alongside the file as (Annexure F)

Major Objectives of the Programme

- To build desired capacity in State Government functionaries at the cutting – edge level.
- To promote good-governance and citizen centricity.
- To improve Public Services Delivery.
- To build competencies of untrained functionaries.
- To target attitudinal orientation, motivation, up gradation of skills and knowledge.
- To develop generic and domain specific competencies.
- To bring about a significant positive change in values and culture of the organizations.

In order to achieve the desired results the course was conducted through following three modules :

(i) Generic Module-05 Days

To build generic competencies for effective public service delivery:

- ✓ To build a citizen centric and inclusive attitude.
- ✓ To develop empathy and sensitivity in public interface.
- ✓ To increase accountability and ownership.
- ✓ To develop and hone the ability for decision making.
- ✓ To develop effective communication skills of listening, speaking and presentation.
- ✓ To improve interpersonal skills.
- ✓ To development problem – solving, creative and critical thinking skills.

- ✓ To promote team cohesion in diverse attributes.
- ✓ To equip with conflict resolution skills.
- ✓ To promote time management skills.
- ✓ To foster self reflection/Meta-cognition.
- ✓ To develop skills for Stress Management.
- ✓ To encourage the importance of personal and workplace hygiene (Swath Bharat Abhiyan) .
- ✓ To equip with conflict resolution skills.

(ii) Field Visit: (02 Days)

- To familiarize the trainees with local socio-economic and Cultural environment.
- To observe issues, challenges and problems faced by Govt. Education Institutions.
- To understand the perception of local people regarding the role performance of Govt. Education Institutions.
- To explore the best practises and solutions to improve Public Service Delivery in Education Department.

(ii) Domain Specific Module(05 Days)

- ✓ To Build Organization Awareness and Domain Specific Orientation
- ✓ To develop an understanding of the organization's mandate, structure, policies, processes, norms and its interface with other organizations.
- ✓ To align attitude and interest with the needs and goals of the organization.
- ✓ To acquaint the trainees with the importance of Teaching Profession.
- ✓ To enhance the Teaching Skills among the Trainees. (detailed wise schedule enclosed as (Annexure G)

Methodology:

In order to facilitate the trainees to actively participate in the deliberations, a combination of participatory-interactional learning methods was used as a part of training methodology which besides lecture sessions included Group Discussions, Brain Storming Sessions, Role Plays, Games, Group Exercises, Case Studies, Film Shows, Field Visits, etc.

The trainees were provided soft and hard copies of background Reading Material comprising of PPTs, Hand-outs, Brief Notes, etc.

Feed Back:

In order to know and understand effectiveness of the course a comprehensive feedback format was administered among the participants . The format in two sections covers both academic as well as administrative issues (feedback formats placed alongside the file)

Administration Arrangements:

The training programme was residential and therefore boarding & lodging arrangements for trainee participants were made by the Institute, in its hostel within the Institute premises from 01st February to 17th February 2016

Highlights of the programme

Highlights of the programme were group presentations made by trainees where in not only their academic excellence was gauged but they were able to exhibit their presentation skills too. On the basis of their performance etc. trainees were given suggestions for improving their presentation skills. For purpose of presentations the trainees were divided in five groups and following presentations were made.

- Group 1- What can we do for society
- Group 2- Learning from an orphanage
- Group 3- How to improve our Schools
- Group 4- Responsibility of teacher towards society
- Group -5 How can we Compete private sector.

Field Visit

The field visit waere made to:

- JK Entrepreneurship Development Institute Pampore (Centre of Excellence)
- J&K Yateem Khaana ,Rahat Manzil, Srinagar (NGO)
- Welfare Educational Institute (Educational Institute)
- Historical Places in Srinagar city

This was done to expose the trainees to the issues concerned society and to give them a feel of the social problems facing the societies . The field visit o orphanage and its affiliated school was doe for this purpose only. Visit to J&K EDI Pampore helped the trainees to understand how centres of excellence can be created in the given Kashmir situation, and what are the oppportunities for youth of the state apart from government /private sector jobs especially in the filed of industry & entrepreneurship.

Programme Team:

The Programme was conducted by :

1. Prof. Mushtaq .A.Khan (Head Academics & Trainings).
2. S.Khurshid-ul-Islam, (Programme Coordinator).

Dr. S. Khurshid UI Islam
Programme Coordinator

