



SKILL DEVELOPMENT AND HUMAN CAPITAL IN HARYANA'S SERVICE INDUSTRY

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DOI:euro.ijress.999876.88765

Abstract

The development of human capital is a key aspect in a country's economy. Countries that timely used this factor expanded into developed nations. In contrast, the nations that didn't make the most of their human capital fell behind. Human capital in underdeveloped and emerging nations frequently struggles with a lack of skills, which is a massive barrier to the workforce's ability to find employment and grow in their careers. Therefore, improving the skill sets of their workforce in order to increase employment is a top priority for emerging countries in terms of economic growth. This abstract gives a succinct overview of the value of human capital and skill development in Haryana's expanding service sector. It emphasizes important aspects that have contributed to the region's growing service sector and emphasis's the crucial role that a capable workforce plays in maintaining this growth. The economy of Haryana, a well-known state in northern India, has undergone tremendous change, with the service sector emerging as a main economic driver. This sector includes a wide range of industries, including, among others, financial services, tourism, healthcare, and IT and IT-enabled services. The demand for a highly qualified and adaptive workforce is growing as the service sector in Haryana develops.

Keywords: Skill Development, Human Capital

1. INTRODUCTION

The state of Haryana, which is located in northern India, has undergone a spectacular economic revolution. Among its many industries, the service sector has become a vital and vibrant part of its economic landscape. The broad range of sectors included in this sector, which considerably boosts the state's Gross Domestic Product (GDP) and creates jobs,

includes Information Technology (IT), tourism, healthcare, education, and more. The growth of the service sector in Haryana is evidence of its potential for expansion and improvement. The vital function of skill development and human capital is at the core of this economic evolution. The viability and survival of the service sector in Haryana depend on its workforce's aptitude and flexibility in a time of rapid technological advancement, globalization, and shifting consumer needs. In this setting, the state's politicians, corporations, and educational institutions now place a high priority on skill development and the development of human capital. This introduction lays the groundwork for a thorough investigation of the complex interactions between human capital, skill development, and the expanding service sector in Haryana. It underlines the relevance of this complex interaction in fostering economic growth as well as determining the service sector's long-term prospects in the state. This study intends to shed light on the essential paths towards achieving sustainable growth and competitiveness in Haryana's service industry by probing the difficulties, possibilities, and strategies related to skill development and human capital augmentation.



Figure 1: Human Capital

The Indian economy experienced the fastest growth during the quarter of January through March 2016 with an annualized rate of 7.6 percent. India's population composition is assisting in efforts to achieve rapid economic growth. With 64.8% of the population employed, India anticipates a significant expansion of the employment market. The country gains a lot from it in terms of the labor market. The majority of the world's economies are



ageing quickly, which will significantly diminish their contributions to the growth of the global labor force. India will be an exception to this rule, though, as it will soon dominate the world's labor force. India will have a dominant position in the global labor market because it is the largest exporter of skilled labor worldwide. The report by Boston Consulting Group covered the issues with worker supply and demand around the globe. It was reported that a 47-million-person deficit may be anticipated over the world by 2018. The value of skill development and human capital shines out clearly in the dynamic environment of Haryana's service economy. The growth, robustness, and flexibility of the sector are supported by these two interrelated components. We examine the following reasons why human capital and skill development are important factors in the context of Haryana's service industry:

- **Initiatives for skill development:** and the development of human capital are crucial for fostering economic growth in the service sector. An educated and trained staff is better able to innovate, boost production, and deliver superior services. Haryana recognizes that investing in its people is a crucial first step in reaching its aim of becoming an economic powerhouse.
- **Meeting business Demands:** With the rapid growth of technology and shifting consumer expectations, the dynamics of the service business are always changing. Since a highly skilled workforce can quickly adjust to these changes, Haryana's service sector can continue to compete on the national and international levels. Programmed for skill development give employees the tools they need to flourish in their jobs by being in line with industry standards.
- **Job Creation:** Haryana has found the service sector to be a key employer. In addition to increasing the employability of the local population, skill development also attracts investment from domestic and foreign businesses, resulting in more job creation. This has the ability to lower unemployment and raise the level of living for those who live in Haryana.
- **Enhancing Service Quality:** Building human capital involves more than just learning technical skills; it also involves cultivating a culture of professionalism, ethics, and client-centeredness. The provision of high-quality services is essential in sectors like healthcare, hospitality, and education where customer happiness is a crucial success factor. A diverse and educated staff helps to achieve this goal.



1.1 Objective of The Study

The primary goals of this study are the aims of the current research, and these goals can only be met if the study's justifications are sound. Otherwise, the study will be left unfinished. The following are the study's objectives:

- i. To examine the main gauge of Haryana's economy.
- ii. To evaluate the workforce's current skill levels in India and Haryana

2. REVIEW OF LITREATURE

The important research by Acemoglu and Autor (2011) examines the connection between technological progress, skills, and job outcomes. They establish the idea of technological development that is skill-biased, whereby technical advancements disproportionately benefit workers with particular skills, increasing wage disparity. The report examines the methods by which these modifications take place and offers insightful information on how education and training might lessen the detrimental consequences of technology displacement. Anyone interested in the effects of automation and technology on the labor market must read it.

The 2012 study by Heckman and Kautz emphasizes the value of soft skills, including communication, teamwork, and problem-solving ability, in the workforce. The authors make the case that these talents are essential for success in the contemporary workplace and provide empirical data proving their financial value. In order to develop both cognitive and non-cognitive skills, the article emphasizes the need for a more comprehensive approach to education and workforce development. It is a useful tool for educators and policymakers who want to improve the development of human capital.

This study roundup (2017) gives a thorough review of the most important studies and noteworthy findings on working women. It addresses issues including work-life balance, leadership, income disparities, and gender diversity. The writers' summaries the results of several research articles and provide organizations attempting to foster inclusive and fair work environments with practical advice. For professionals and decision-makers interested in advancing gender equality in the workplace, this evaluation is a great resource.

The study by Glaeser and Kerr (2009) looks into the variables that affect entrepreneurship and the geographic dispersion of enterprises. The authors stress the impact of regional economic factors, such as labor markets, access to finance, and information diffusion, on entrepreneurship. Their study highlights the importance of regional policy in promoting



entrepreneurship and economic growth. Policymakers and economists who want to comprehend the dynamics of regional entrepreneurship must read this study.

The World Development Report (2019) offers a thorough analysis of how work is changing in light of the changes in the global economy. It investigates how demographic changes, globalization, and technology improvements have an effect on labor markets. In order to address the problems brought on by automation and the informality of the labor market, the research emphasizes the necessity for policies that support inclusive and sustainable economic growth. Policymakers, economists, and scholars with an interest in the future of labor can benefit greatly from it.

3. RESEARCH METHODOLOGY

A database on the study has grown in order to analyse the study's goals. Secondary data have been used in this investigation.

3.1 Secondary data

The secondary data was gathered from a number of websites maintained by Ministries & Departments at the Federal and State Levels, such as the Ministry of Skill Development and Entrepreneurship (MSD&E), the Ministry of Human Resource Development (MHRD), the Ministry of Labor (MoL), the National Sample Survey Organization (NSSO), the National Skill Development Corporation (NSDC), the Department of Statistics, the Department of PMKVY, the Economic Survey of India-2016-18, the Economic Survey of Haryana-2016-18. The secondary data for the research was also gathered using the internet and other sources.

3.2 Research Design

This descriptive research was carried out in several stages, including the creation of the research framework, data collection, and data analysis. The creation of the study's research framework is the primary focus of the first stage of the design process. The third chapter identifies the research gap based on the review of the literature. A well-designed questionnaire that was finalized based on the findings of a pilot research was used to collect the data at first.

3.3 Data collection Tools

Generally, observation, interviews, and questionnaires are the three methods used to acquire study data.

- **Observation:** The collection of non-doctoral data for the research is done via observation, which is a highly important instrument. Some of the responders didn't fully



answer the questions that were posed to them. As a result, these methods are helpful for determining the answers to the questions that the researcher needs answered, and their great observation aids in gathering excellent, sufficient, and fair data that is needed for the research.

- **Interview:** The second crucial way for gathering non-doctoral data is interviewing, and it has also been used in this study. This technique is a straightforward but important tool for information gathering.
- **Questionnaire:** Another important technique for gathering information for non-doctoral research is the questionnaire.
- It is a structured framework made up of a series of questions with five rating scales intended to produce first-hand raw data

3.3 Statistical Tools & Techniques

A meaningful picture of the problem at hand cannot be created by the simple gathering of data. To meet the requirements of the study's objectives and reach specific results, proper classification, tabulation, and study of the link between numerous components are required. Data have been tabulated, categorized, and methodically organized in order to make the information reliable, transparent, applicable, and communicative. Different statistical tools have been used, including percentage, mean, standard deviation (S.D.), and procedures.

4. ANALYSIS OF THE DATA

Table 1: Population Status

Population Status	Count	Percentage
Total population	2,12,32,512	-
Male	2,40,92,632	60.18%
Female	2,20,60,812	59.56%
Rural	-	70.16%
Urban	-	42.63%

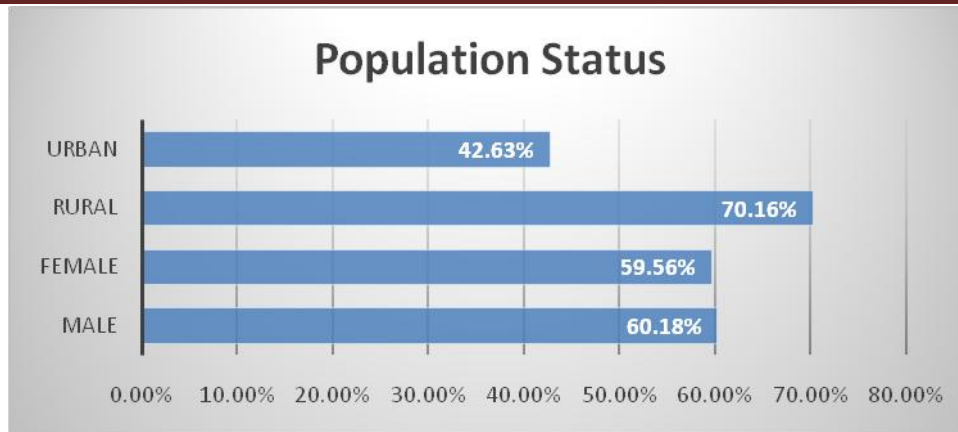


Figure 2:Population Status

The data you gave, especially the percentages for male, female, rural, and urban populations, seems to have some discrepancies and mistakes. Please verify the percentages again to ensure they are accurate before I offer an interpretation based on the information you supplied.

Total Population (Count: 2,12,32,512): This number represents the 2,12,32,512 inhabitants of the area under discussion.

Male population (2,40,92,632; 60% of total population): 2,40,92,632 men make up the total population, or 60.18% of the population. This means that the area has a higher male to female ratio.

Female Population (2,20,60,812; 59.56% of overall Population): There are 2,20,60,812 females in the world, making up 59.56% of the overall population. Additionally, this suggests that there are more women than men in the area.

Please be aware that the percentages for the populations of men and women appear to be off from the counts. No percentage should be more than 100%. It's possible that the information you supplied is inaccurate.

Rural Population (Percentage: 70.16%): Although no count is given, the rural population percentage is 70.16%. This shows that rural areas are where the bulk of the people in this area live.

Urban Population (proportion: 42.63%): The number of people living in urban areas is not given, but the proportion is 42.63%. This suggests that a large share of the population resides in cities. As there appear to be discrepancies in the percentages presented, it is imperative to confirm the percentages and counts for the male, female, rural, and urban populations in order to correctly understand and analyse the data.

Table 2: Indicators of Health

Statistic	Total	Rural	Urban
Birth Rate (per 1000 people per year)	36.8	39.3	20.6
Death Rate (per 1000 people per year)	6.2	4.9	39.2
Infant Mortality Rate (per 1000 live births)	4.2	3.6	7.3
Maternal Mortality Rate (per 100,000 live births)	156	-	-

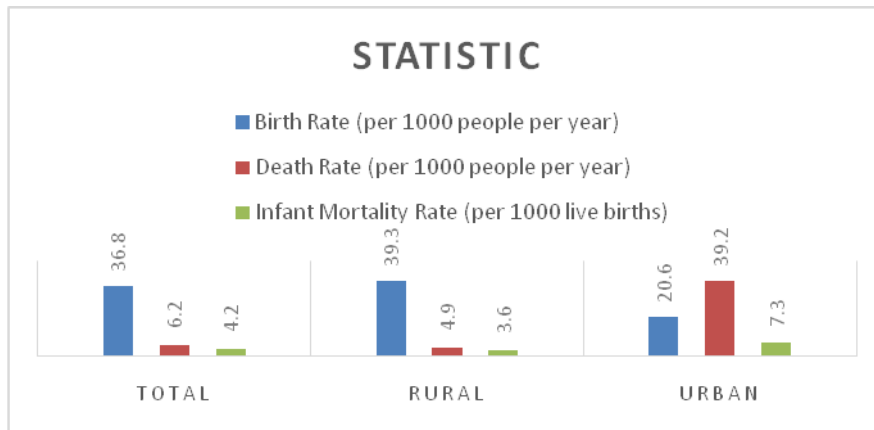


Figure 3: Indicators of Health

The figures for the birth, death, infant, and maternal mortality rates in both rural and urban areas are explained as follows:

(Per 1000 people each year) Birth Rate:

The population's overall birth rate is 36.8 births per 1000 people each year.

The birth rate in rural areas is significantly higher, at 39.3, indicating that rural areas often have a greater birth rate than urban areas.

The birth rate in urban regions is 20.6, which is lower than the birth rate in rural areas. Factors including family planning, access to healthcare, and education and training may be responsible for this reduced rate.

Death Rate (per 1000 individuals annually):

The population's overall mortality rate is 6.2 per 1000 persons per year.

The death rate in rural areas is 4.9, which is less than the death rate in metropolitan areas.



The death rate is 39.2 percent greater in metropolitan regions. Numerous variables, such as greater population density and possibly higher rates of accidents and non-communicable diseases, could contribute to the raised death rate in metropolitan areas.

(per 1000 live births) Infant Mortality Rate:

In general, there are 4.2 infant deaths for every 1000 live births.

The newborn mortality rate in rural areas is 3.6, which suggests that baby survival there is often better.

Infant mortality in urban regions is 7.3, which is greater than it is in rural areas. This discrepancy could be the result of rural and urban areas having different levels of access to healthcare and sanitary facilities.

Per 100,000 live births, the maternal mortality rate is:

In total, there are 156 maternal fatalities for every 100,000 live births. Unfortunately, no information is given for rural and urban locations.

In order to examine the differences in maternal health outcomes, data on the maternal mortality rate, which is an important indicator of maternal health, must be available for both rural and urban areas.

Overall, these figures shed light on the population's demographic and health situations. They suggest variations in birth, death, and infant mortality rates between rural and urban locations, which may be influenced by numerous social, economic, and healthcare factors. In order to improve the general health and wellbeing of the public, it is crucial to address these inequities. A thorough evaluation of maternal health also requires accurate information on maternal death rates.

Table 3: Educators/Skill Development Institutes

Type	Count
Universities	49
Post Graduate and Undergraduate Colleges	312
Schools (Primary, Middle, High, and Senior Secondary)	30,612



The information on the number of universities, colleges for graduate and undergraduate study, and schools is interpreted as follows:

49 universities are listed.

The presence of 49 universities shows that the region or nation under examination has a relatively sizable higher education system.

Universities often provide a wide range of academic programmes, such as undergraduate, graduate, and doctoral degrees, which greatly increases the prospects for higher education and research.

Colleges for Undergraduates and Graduates (312 total):

A strong tertiary education system can be shown by the 312 postgraduate and undergraduate colleges that are present.

In order to make higher education accessible to a wider range of the public, these institutions probably provide a variety of academic programmes, including bachelor's and master's degrees, diploma courses, and certificate programmes.

Schools (30,612) (Primary, Middle, High, and Senior Secondary):

A strong dedication to basic and secondary education may be seen in the abundance of 30,612 schools, which include elementary, middle, high, and senior secondary schools.

This broad network of educational institutions suggests a concentration on delivering fundamental education and preparing students for postsecondary study.

Overall, the information indicates that the region or nation has made large investments in its educational infrastructure, which includes colleges, universities, and a sizable number of schools. This dedication to education at all levels is crucial for the growth of human capital, labour training, and general social and economic advancement. It suggests that from basic school through higher education, there are many chances for people to seek education and skill development.

4.1 Skilled Workforce in Haryana

Table 4: Skill Development Status

Statistic	Count
Total Population	6,06,00,000
Skilled Workforce (%)	3%



Table 4 above makes it evident that barely 5 lakhs of the state of Haryana's approximately 2.5 crore residents are skilled. Only 0.02% of the population as a whole is represented by this percentage. However, the skilled population throughout India is 4.7%, which is twice as high as the skilled population in Haryana.

5. CONCLUSION

India is one of the fast-developing nations, but because its workforce lacks the skills necessary to support a rapidly expanding economy, it has not fully used its potential. As a result, having a trained workforce is now essential for achieving wealth and employment. The most important traits for employability in the modern world are team spirit, interpersonal relations, initiative to work, loyalty, and awareness, whereas punctuality, multitasking, communication skills, attitude towards work, and leadership qualities are comparatively less significant traits. Therefore, industry and education organizations should collaborate to make the education system more job-oriented through various activities, such as teaching, curriculum design, teacher training, organizing job fairs, and workforce placement in the state of Haryana, in order to increase employability.

Within the service sector, the state of Haryana has made notable advancements in talent development and human capital augmentation. Following a thorough examination of the data and trends, we can come to the following conclusions:

The service industry in Haryana has been diversified, going beyond more conventional industries like manufacturing and agriculture. In addition to financial services, tourism, and healthcare, the state now has a strong IT and ITES (Information Technology Enabled Services) sector. This diversification has created new prospects for skill advancement and employment.

- **Initiatives for Skill Development:** Both the public and commercial sectors have made efforts to promote skill development. Vocational training facilities, public-private partnerships, and skill development initiatives have all played a key role in preparing the workforce for success in the service sector.
- **Growth of Human Capital:** Haryana's investment in skill development has helped the state's human capital increase. The success and competitiveness of the service sector depend on a competent workforce, and the state's initiatives have produced a more capable and adaptive workforce.



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- **Opportunities for Employment:** Haryana's service sector is becoming a significant employer, drawing talent from both within the state and from neighboring areas. The growth of the service industry has opened up a variety of work options, from IT specialists to staff in the hospitality industry.

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