

Training Needs Assessment in Informal Sectors: A Study of Street Vendors and Their Facilitators in Mumbai

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ABSTRACT

Informal sectors are thought as a source of development for a developing nation. But, many times it is found that they face poor working conditions. Where, poor working conditions can include problems in their day to day functioning, which are also affected by poor management of the individuals engaged in the process. Defining the various issues of people working in the informal sector, this study was taken up to look at street vendors who are known to be the wage workers usually have low incomes, or live in poverty, exposed to poor maintenance of their labour contracts with their employers, and also are forced to come across other unknown difficult situations. Therefore, the present study was undertaken to look at the difficulties a street vendor comes across and how practical measures could be opted by the Government to come up with some mandatory rules for organised sector and agencies for both Governmental and Non-Governmental bodies through corporate social responsibility, where training needs assessment will try to find out the work life difficulties of the street vendors by highlighting the way it can be dealt with. This study was conducted for street vendors of Mumbai relying on primary data based on in-depth interviews and observations with the street vendors. The data was analysed through thematic analysis and the findings supported that there are number of issues where, with the intervention of the organised sector in the process of training needs assessment, street vendors can be helped to begin their work and have a secured work life with learning skills required to perform their task.

KEYWORDS: Corporate Social Responsibility, Informal Sector, Street Vendors, Training Needs Assessment.

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