



Janma Foundation

Healing Hearts With Helping Hands

Social Impact Assessment (SIA) Report

CSR CONTRIBUTION TO WOMEN EMPOWERMENT THROUGH SKILL DEVELOPMENT

CYIENT FOUNDATION (CF) the CSR arm of CYIENT LIMITED.,

IMPLEMENTING AGENCY: CYIENT FOUNDATION (CF)

SPONSOR: CYIENT LIMITED.,

SOCIAL IMPACT ASSESSMENT REPORT | Contribution to Women Empowerment Initiative – FY24

EXECUTIVE SUMMARY:

Cyient Foundation through SIA No: CF/ CSR00004617/23_04_2024/WE_SD notified that the Social Impact Assessment shall be carried out for the Cyient Urban Micro Skill Centre (CUMSC) and Cyient IT/ITES Skill Centre operated in Telangana.

S.No	Topic
1.	Objective & Limitations of the study
2.	Project Details and Demography
3.	Research Methodology
4.	Survey Details
5.	Main findings
6.	Recommendations
7.	Conclusion

INTRODUCTION AND PROJECT BACKGROUND:

Skill Development Initiatives – Sustainable livelihood program for unemployed, disadvantaged urban youth between the age of 18-45 years

Operating Cyient Urban Micro Skill Centre and Cyient IT/ITES Skill Centers in Telangana.

Cyient Urban Micro Skill Center (CUMSC) is a flagship initiative of Cyient Foundation; CUMSC is an innovative and direct response to poverty alleviation and focuses on building livelihood opportunities that are aligned with community needs and built upon community strengths.

CUMSC started functioning since 1st week of March '2019, offering free trainings on 5 major skills like 1. Tailoring, 2. Bakery & Confectionary, 3. Beauty & Wellness, 4. Retailing & Food processing and 5. Bedside care assistants.

Cyient IT/ITES Skill Development Centre was established by Cyient Foundation in association with Swarna Bharat Trust- Hyderabad Chapter (Swarna Bharat Trust -HYD) in the year 2017.

The objective of the center is to enable a platform between Academia and Industry to enhance employability quotient of youth in the TELANGANA state. The center primarily targets unemployed Diploma Holders and Graduates (Non-Engineering) coming out of various colleges in Telangana state.

OBJECTIVE AND SCOPE OF STUDY:

The overall objective of the study is to evaluate the impacts created by Cyient Urban Micro Skill Centre and Cyient IT/ITES Skill Centre by training and providing employment to the unskilled or semi-skilled youth and women in and around Urban Slums and Rural Districts of Telangana.

Specific Objectives:

- ▶ To understand the benefits and challenges of the Skill Centers (CUMSC & Cyient IT/ITES Skill Centre) operated by Cyient Foundation
- ▶ To identify the gaps in operationalization and implementation of Cyient Skill Centers
- ▶ To recommend corrective measures to strengthen the programme and improve the programme implementation
- ▶ To bring out likely impact from the projects assigned through SIA Request
- ▶ Assess the social impact created and recommend for improvements if any

This report details the impact evaluation and assessment study for one of the flagship skill development project conducted by the Cyient Foundation during 2023 to 2024 for Cyient Limited (sponsor) and its implementation partners.

SIA : FY 2023-24:

The Projects / Activities undertaken for the study for the current FY2023-24, to measure the impact created in the current year and also comparison data for the previous years. The major activities and geographies part of the SIA are defined.

- ▶ **Women Empowerment through Skill Development Initiatives:** Cyient having the background in designing systems and solving complex problems, through Cyient Foundation bring in several experiences and deploy technology-based solutions to make the existing skill development eco system more effective.

Cyient Urban Micro Skill Centre (CUMSC) has pioneered a collective action model for bringing about a large-scale social transformation across the city of Hyderabad and Ranga Reddy District. CUMSC enables Government, Corporates, Non-profits and Citizens to come together for the common purpose of social development.

Cyient Urban Micro Skill Centre and IT/ITES Skill centers followed the following scientific methods in addressing the challenges.

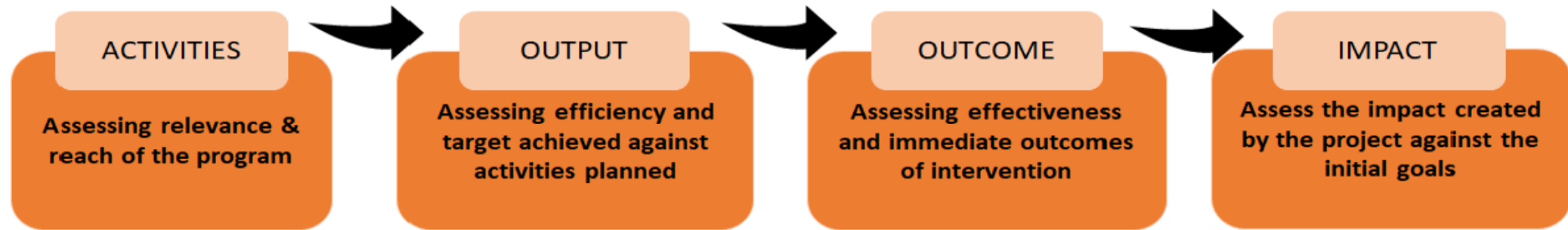
The key focus interventions:

- ▶ Decentralized and locally driven skill development initiatives
- ▶ Creating awareness and mobilization
- ▶ Creating capacities/ infrastructure
- ▶ Integration, Mobility and Transition
- ▶ Greater Industry linkage

SOCIAL IMPACT ASSESSMENT REPORT | Contribution to Women Empowerment Initiative – FY24

ASSESSMENT FRAMEWORK:

As part of the SIA followed the frame work and appoint the agencies competent enough to conduct the survey and collect the required evidences, appointed sub agencies Janma Foundation, Cheyutha, Nirmaan and Digital Empowerment Foundation Hyderabad for the assignment.



SPECIFICATIONS OF THE LOCALITY / GEOGRAPHY				
STATE	DISTRICT	MANDAL	LOCALITY / VILLAGE	REMARKS
TELANGANA	RANGA REDDY	SERILINGAM PALLY	PAPIREDDY COLONY LARGEST URBAN SLUM IN HYDERABAD	CYIENT URBAN MICRO SKILL CENTRE
	SHAMSHABAD	MUNCHINTAL	MUNCHINTAL, SHAMSHABAD	CYIENT IT/ITES SKILL CENTRE

The study sought to gauge the skill program's impact on the trainees enrolled at three centers, their parents and the community. It also sought to determine the Program's impact on other stakeholders and partners.

METHODOLOGY:

A qualitative approach was adopted for this study to understand field issues holistically and present them comprehensively in the report. In terms of primary data collection, the team used the following tools, The research was conducted for two training centers which were established in Serilingampally and Shamshabad Mandals.

- ▶ Key informant interviews (KII): To access the views of the key decision makers and stake holders at the ground / local level
- ▶ Focus Group Discussions (FGD): To understand the beneficiaries perception on the initiative, its benefits and challenges
- ▶ Telephonic Interviews: To understand the views of participants, stakeholders and Community Members
- ▶ Survey Questionnaire & Written Questionnaire: Take the feedback from the beneficiaries like trainees attending the skill trainings, beneficiaries families, community mobilizers and local administration.



Limitation of the study: The current assessment study is conducted for the beneficiaries' attending trainings in Cyient Skill Centres and in the local communities where the centres are located.

SOCIAL IMPACT ASSESSMENT REPORT | Contribution to Women Empowerment Initiative – FY24

APPROACH & REACH OF ASSESSMENT:

The beneficiaries were widely spread across urban slums and rural villages around the city of Hyderabad.

IT/ITES Skill Centre mobilize and train ITI Holders, Diploma Engineers and non engineering graduates.

S.No.	Respondents	Method	Total	Remarks
1	Trainees	Interview / Survey	980	Survey conducted - The assessment was carried out in in the areas centers are operated. According to the scope of the project, evaluation indicators were developed. It consisted of variables such as employability, quality of employment, income and working conditions among others. The questionnaires were developed with an emphasis on key evaluation questions which included both quantitative and qualitative questions with open-ended answers.
2	Trainers	Interview / Survey	22	
3	Trainees Family members	Survey Questionnaire	912	
4	Community members	Survey Questionnaire	194	
5	Industries / Retailers	Survey Questionnaire	22	

SOCIAL IMPACT ASSESSMENT REPORT | Contribution to Women Empowerment Initiative – FY24

ANALYSIS AND FINDINGS:

The beneficiaries were widely spread across urban slums and rural villages around the city of Hyderabad.

IT/ITES Skill Centre mobilize and train ITI Holders, Diploma Engineers and non engineering graduates.

S.No	Stakeholders Type	Total Stake Holders	Minimum Recommended Sample	Covered Sample	Minimum Face to Face Interview	Covered Face to face sample
1	Project Funding Agency (Industry)	2	1	2	2	2
2	Project Monitoring & Certification Body	1	1	1	1	1
3	Training Partner (TP)	3	2	3	2	3
4	Assessment Agency (AA)	1	1	1	1	1
5	Successful Trainees Completed Course	1299	650	980	490	507
6	Dropout Trainees	42	21	36	18	21
7	Employers (Industry or its Contractors)	18	9	18	9	11
8	Trainers	37	19	22	11	22
9	Assessors (Examiners)	4	2	4	2	4
10	Family & Friends of Successful Trainees	1601	801	912	460	526
11	Family & Friends of Dropout Trainees	62	31	44	22	27
	Total	3062	1534	2012	1013	1121

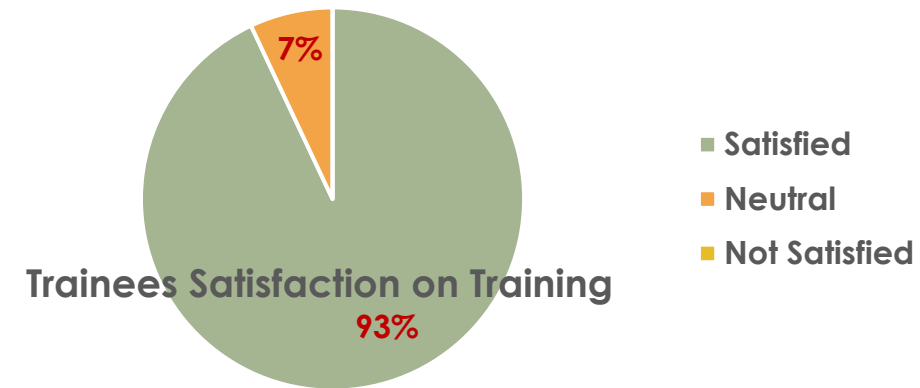
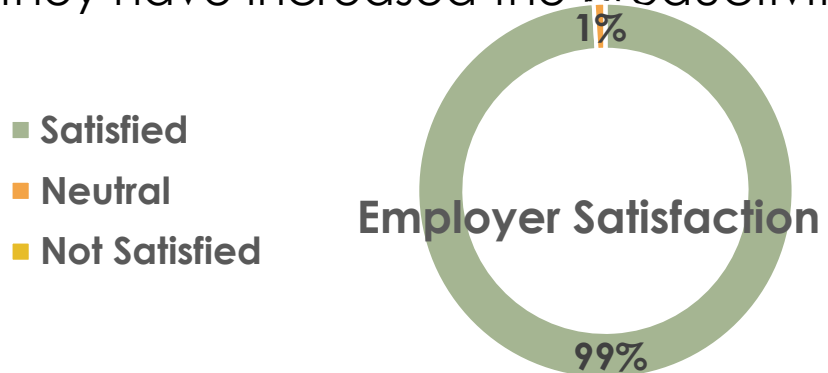
ANALYSIS & FINDINGS:

Conducted a very comprehensive on the satisfaction of the trainees on the content delivery and the employer satisfaction. The over 99% of employers found the trainees are exceptionally good and better than the exiting employees hired from other sources.

According to the data, 93% of trainees were completely satisfied and mentioned that they are recommending about the program to others.

The trainers were extremely satisfied with training schedule, implementation and hands on training equipment and machine operating trainings provided to the trainees.

The Employers of the trainees reported that they observed new trainees adequately trained on values enriched technical skills and are more productive than existing employees. Overall they have increased the productivity.



SOCIO – ECONOMIC PROFILE - TRAINEE:

Conducted a comprehensive survey to understand the socio economic profile of the trainees,

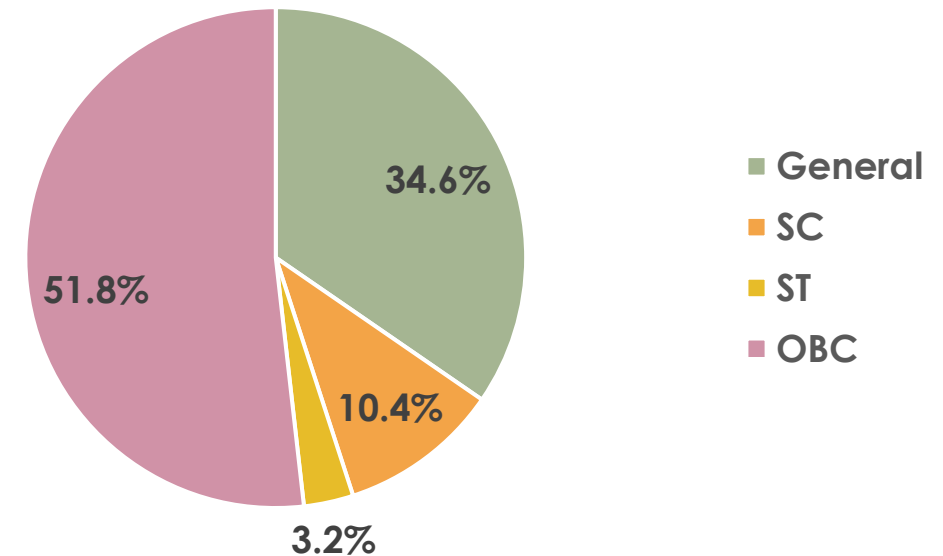
The figure below shows that the program was inclusive of various social groups from the state. They included OBC's, General category, SC's and ST's.

Maximum Trainees were in the age group of 18-35 years constituting 86.5% (1124)

whereas the 35-45 years' age group constituting 11%. (143)

More than 45 years' age group had 2.5% (32)

Socio Economic Profile - Trainee



ANALYSIS AND FINDINGS:

Study on the current annual earnings of the trainees and the current employment / working status of the trainees.

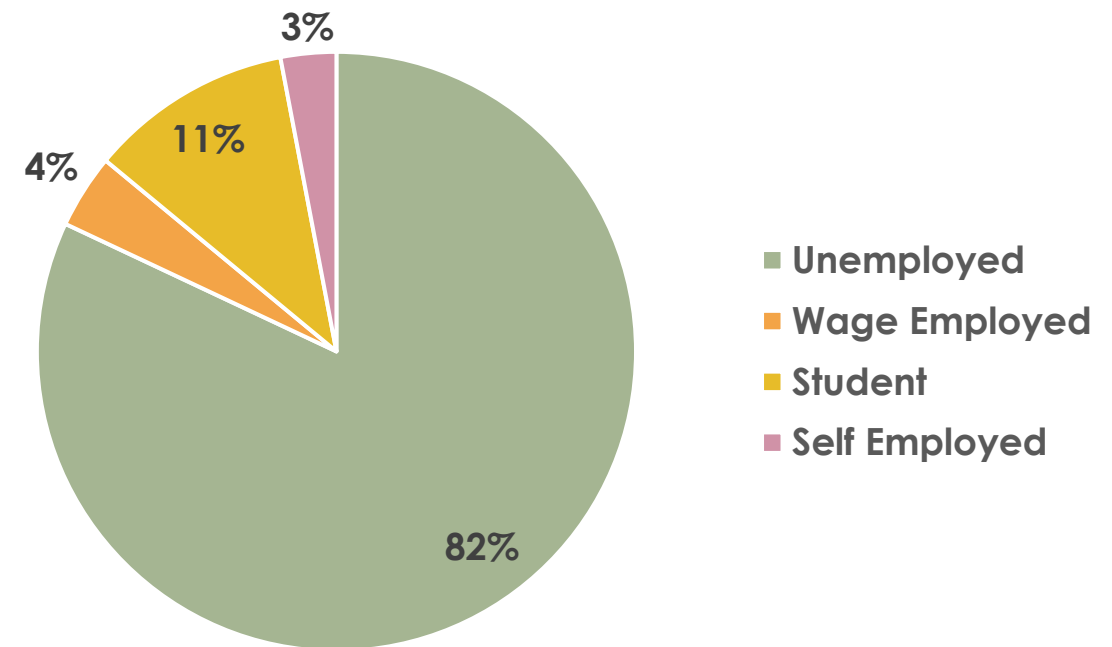
Prior Occupation: Majority of the beneficiaries were unemployed, some were students and a very small number were self-employed and wage employed, as shown in the figure below

Family type, occupation and monthly family income of trainees

Most of the trainees were living in Joint families (parents, self, spouse, and kids).

The income range of the family of trainees and their income sources were largely from local unorganized private jobs 65% while 19% were engaged in domestic helps as maids, daily labor and agricultural activities. Only, 6% were self employed.

Chart on Employment Status



ANALYSIS AND FINDINGS:

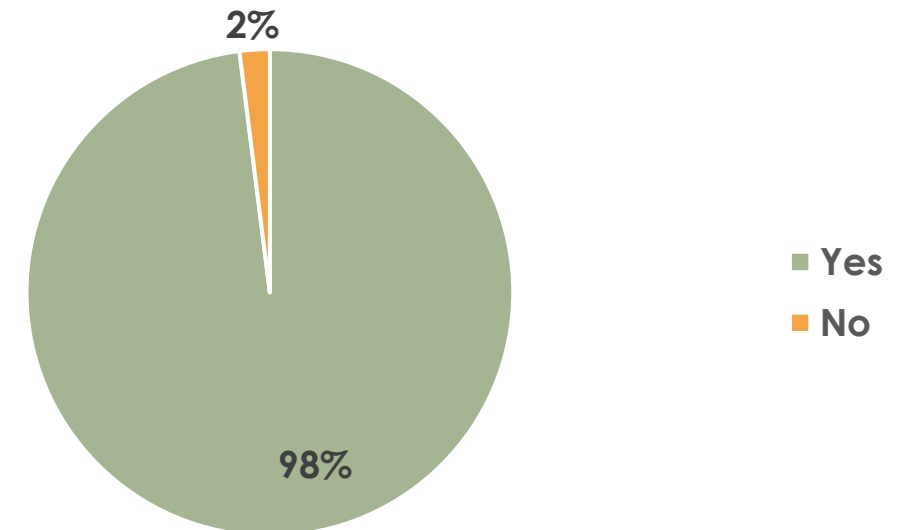
Study conducted on the Skills Training enhanced employability and income of the participants, considered feedback on course usefulness and recommendation to others

Vast majority 98% of the trainees agreed that the skill training imparted to them actually increased their employability. Similarly, for the majority of the trainees the skill imparted indeed improved their income levels. Only a miniscule number of trainees felt that the skill training did not improve their income.

This is evident from the analytics that a majority of beneficiaries were earning less than Rs 5,000 per month moved on to a salary range of Rs 8,800 to 11,800 per month which had been approximately a jump of over average 43% income growth.

Over 98% of the trainees felt the course is useful and recommend to others.

Participants Opinion on Skill Training



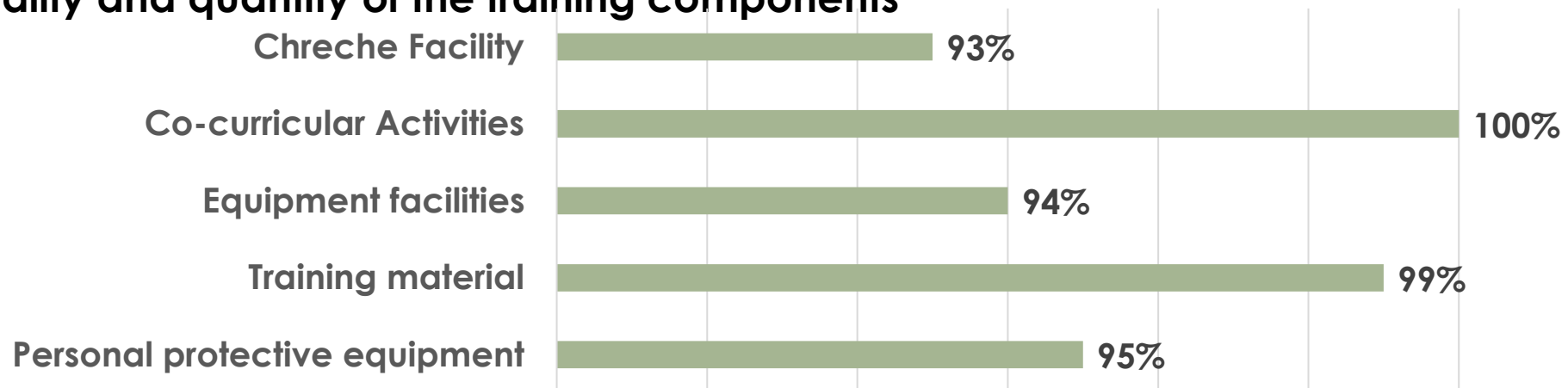
SOCIAL IMPACT ASSESSMENT REPORT | Contribution to Women Empowerment Initiative – FY24

ANALYSIS AND FINDINGS:

One batch of close to 300 trainees will get training on 5 major skills every quarter. The current year numbers are given below. Trained 1299 trainees and placed them in various industries.

S.NO	COURSE NAME:	FY23-24 (4 Batches)				TOTAL
1	TAILORING	85	83	81	82	331
2	RETAILING&FOOD PROCESSING	67	66	64	65	262
3	BEAUTY &WELLNESS	57	55	56	54	222
4	BAKERY&CONFECTIONARY	60	59	60	57	236
5	BEDSIDE CARE	61	60	62	65	248
	Total	330	323	323	323	1299

Rating of quality and quantity of the training components



ANALYSIS AND FINDINGS:

The conduct of the trainees was found to be good. Assessors did not face any challenges from the trainees and or their family members during interactions, candidates discipline was exemplary. Assessors believed that the efficiency/productivity of the trainees “Very Good - +90%.” Some suggestions provided by the assessors for the training program were as follows

Major benefits from the training	Suggestive Feedback from trainees
Lifestyle changed	Limitation on the number of trainees intake
Income increased	Suggestion to increase trainings time
Soft skills improved	Simulation Trainings will be helpful
Increased job opportunity	Electrical and Plumbing skill training
Economic condition improved	Request for stipend
Personality Development	More skills apart from current 5 skills
Social condition improved	Additional skill centers will be useful
CRECHE facility is very useful	More time for machine operating

ANALYSIS AND FINDINGS:

Detailed feedback discussion with the Employers (Retails outlets / bakeries / textile companies and healthcare industries).

Heading	Remarks
Employer: Analysis and Result	According to various employers, "the trained youth recruited by them possessed adequate skills for the roles and that there was a positive impact on productivity after hiring trained manpower, but they were not getting enough opportunities to showcase their skills. Although, this skilling project had helped in reducing dependency on expatriates but not completely.
Trainers: Analysis and Result	The response to the course curriculum was good overall, Trainers suggested "refresher course for skill improvement" for the trainees who got a gap during placement. These trainees had received awards and incentives as another recognition measure due to better performance. Every trainer cited course curriculum, course content, pedagogy and assessment process as "good". The trainers shared that they gained experience and learnt to work as a team.

CONCLUSION:

conclusion of the SIA Request received from CYIENT FOUNDATION dated 25/04/2023

NUMBER: CF/ CSR00004617/25_04_2024/EDU/DL is submitted on 28/05/2023

Suggestions & Recommendation

The quality of training and support provided by the trainers has been rated high by the beneficiaries. Significant shares of those who have benefited are from the different sections of society. The following are the recommendations based on multivariate data analysis of the study for specific stakeholders:

Program Management:

- The project had succeeded in providing placement jobs to a significant share of beneficiaries with job retention for longer period of time. It is also a matter of concern that few trainees are also currently unemployed.
- The number of aspiring candidates who applied for the program was close to 10,000, however only 300 were selected for a batch runs for 3 months. Increase the intake of trainees by adding up additional facility or expanding centers.
- Strengthen industry involvement at all stages and encourage the captive model. The captive model of training/employment provides a model of strong employer-linkage with skill

CONCLUSION:

conclusion of the SIA Request received from CYIENT FOUNDATION dated 25/04/2023

NUMBER: CF/ CSR00004617/25_04_2024/EDU/DL is submitted on 28/05/2023

Suggestions & Recommendation – Continued...

- Strengthen industry involvement at all stages and encourage the captive model. The captive model of training/employment provides a model of strong employer-linkage with skill development.
- It is suggested that unemployed and unmarried youth or fresher (ITI/diploma) finds the priority in the future rollout training as they will stick to the training.

The Skill Centers are a huge success in the local communities they are operating in, and all stakeholders went out of their way to ensure the success of this endeavor.

The sponsoring organization Cyient Limited and the skilling agencies had done commendable job in making the centers are fully functional and training exceptional youth by giving them not only the right skill sets but also the right mindsets and providing them a lifelong means of employment and learning. All stakeholders be it sponsoring agency, skilling agency, trainers, assessors, employers, and finally all successful trainees who were part of this exceptional work for the FY24



Janma Foundation

Healing Hearts With Helping Hands

Social Impact Assessment (SIA) Report Women Empowerment through Skill Development

END

THANK YOU!